

**Specification of
Competency Standards
for the
Logistics Industry
(Air Freight & Express)
in Hong Kong
(1st Edition)**

6 August 2009

Table of Contents

		Page
Chapter 1	Preface	
	Background of the Industry	1
	Current Situation of the Industry	2
	Specification of Competency Standards	6
Chapter 2	Qualifications Framework	
	Hong Kong Qualifications Framework.....	7
	QF Levels	8
Chapter 3	Competency Standards	
	Major Functional Areas of the Logistics Industry (Air Freight & Express)	9
	Functional Map Showing the Major Functional Areas of the Logistics Industry (Air Freight & Express)	12
	Competency Standards.....	13
	Units of Competencies	13
	Recognition of Prior Learning	13
Chapter 4	Units of Competency	
	List of Competencies for Practitioners of the Logistics Industry (Air Freight & Express).....	14
	Competency Level 1	38
	Competency Level 2	49
	Competency Level 3	175
	Competency Level 4	280
	Competency Level 5	455
	Competency Level 6	609
	Competency Level 7	628
Appendix 1	Generic Level Descriptors	636
Appendix 2	Coding Criteria.....	643

Chapter 1

Introduction

Background of the Industry

The concept of logistics originates from military logistics and traditional transport industries. It forms a supply chain of goods among suppliers and buyers by connecting otherwise separate activities such as purchasing and procurement, warehousing, transportation and distribution. The logistics industry has a wide scope of services, including sea, air and land transport, goods storage, information delivery, financial management, safety and security, etc. Effective cooperation among public and private organizations within the supply chain is the key to quality logistics services.

2. The logistics industry emerged in the 1980s as technological advances transformed traditional modes of transport and brought it in line with modern logistics operations. Nowadays, high logistic efficiency and standards have become key indicators of a country's or a region's competitiveness. Hong Kong has emerged as a world-class city and changed from a traditional freight centre into a major modernised logistics hub. In 2007, the logistics industry in Hong Kong had a workforce of over 210 000 people, accounting for 6.2% of the total workforce. The industry is one of the four mainstays of Hong Kong, contributing about 5% to its economy. With advantages such as a unique geographic location as an international transport hub, a fully developed business system, a sophisticated infrastructure and a global network of trading partners and clients, Hong Kong has established itself as a major international trading centre in Asia. These advantages have also enabled its logistics industry to provide quality services that facilitate enormous international trade flows, thus hastening the transformation of Hong Kong into an international logistics hub.

3. Hong Kong's air cargo industry began life in the 1940s. The extremely small cargo capacity of passenger aircraft flown at that time severely constrained the scale of the industry. Light industry took off in the 1970s with high value-added products coming on the overseas market. The resultant cargo growth led to a more specialised air cargo industry as its associated trades such as freight forwarding, transportation and warehousing emerged. In 1976, the first franchised air cargo terminal began operations at Kai Tak Airport. Driven by open economic policies on the Mainland, many Hong Kong manufacturers and overseas investors set up factories in southern China. The Pearl River Delta region in turn emerged as a world manufacturing centre with most of its outbound cargoes being transhipped to different parts of the world via Hong Kong. Indeed, air cargo services in Hong Kong were more or less the only option for manufacturers in the region. By the mid 1990s, Kai Tak's cargo throughput was among the first in the world, exceeding 1.5 million tonnes a year.

4. With the growing volume of international trade passing through Hong Kong, freight facilities at Kai Tak were incapable of coping with the increasing demand for air

cargo services. For geographical and environmental reasons, the urban location of the airport severely limited the extent to which cargo facilities could be expanded and operating hours extended. A new airport was built to effectively solve this problem. Opened in 1998, the Hong Kong International Airport (HKIA) has two air cargo terminals with a capacity of 3 million tonnes a year initially, which increased to 5 million tonnes in 2007. Air cargo operators and the HKIA have been investing a lot of resources to provide additional facilities so as to develop Hong Kong's competitive edge in air cargo transportation. The HKIA has a regional express cargo terminal, which is ranked first in the region with a capacity of 440 tonnes a day. The airport is also equipped with a freight forwarding centre and a logistics centre, to which facilities such as a marine cargo terminal, new cargo stands and associated taxiways have been added since it commenced operations. The plan to build the third cargo terminal, moreover, is being implemented to cater for the growth in cargo volumes. A master plan for cargo development, titled HKIA 2025, has been released to chart future development. It is estimated that, with full implementation of the master plan, the HKIA's annual cargo throughput will reach 9 million tonnes. Since its opening, the airport has achieved worldwide recognition for its cargo services and received various awards such as those for the airport of the year and the most friendly airport. In 2007, it was awarded the International Airport of the Year by the Centre for Asia Pacific Aviation, and received the Air Cargo Award of Excellence from the Air Cargo World in both 2007 and 2008.

5. Apart from the airport and the cargo terminals, the air cargo industry also includes airline operators, freight forwarders, ramp handling operators, logistic operators and international express carriers. They work in partnership with each other to provide transportation, cargo handling, documentation process and coordination services; to ensure that goods are delivered on time and in a correct, secure and cost effective manner; and to provide suitable and value-added logistics services. The air cargo and express industry in Hong Kong actively contributes to the construction and application of electronic networks, thus facilitating the development of electronic freight management as it emerges as a key element of air freight industry across the world.

Current Situation of the Industry

6. Hong Kong is advantageously located at the southern gateway to China, which is a regional aviation hub of East Asia. Over half of the world's population can be reached within 5 hours by air from Hong Kong, a city well connected to air cargo centres all over the world. In 2007, the HKIA was ranked first in the world with a cargo throughput of 3.772 million tonnes.

7. The air cargo market will continue to grow steadily. According to the forecast of the International Air Transport Association (IATA), from 2007 to 2011 world air freight volumes will increase by 4.8% per annum and air freight volumes of Asia Pacific carriers will increase by 6.3% per annum. In the year 2004–2005, the Boeing Company estimated an annual growth of 6% in world air freight volumes up to 2024. According to the estimate of the HKIA, the air express industry will grow by about 13% per annum and handle 13% of Hong Kong's total air freight. It is thus apparent that the air cargo and express industry in Hong Kong has enormous potential for further development.

8. One major factor behind Hong Kong's leading role in international air freight is a well-developed airline network in which the city is globally connected. Indeed, it is a crucial factor for airline operators in planning flight routes and deciding which airport to use. There are at present more than 90 airlines in Hong Kong operating flights between the city and over 150 destinations worldwide. Therefore, airline operators have chosen Hong Kong as the transit point for air cargo traffic between the Pearl River Delta region and the rest of the world.

9. Hong Kong's aviation industry has had advantages over the Mainland's, not the least of which are a longer history of development and a wealth of experience in air freight. In the 1980s and 90s, almost all air freight traffic to and from the Mainland passed through Hong Kong. However, Hong Kong's air freight industry can hardly remain unaffected by newly built airports in Mainland China and neighbouring East Asian countries and by the development of their aviation services. According to the long-term forecast of the Civil Aviation Administration of China, there will be a substantial rise in air traffic volume as Mainland China's air freight throughput is growing by 10% per annum and its annual freight throughput will have reached 30 million tonnes by 2020; by then, moreover, air cargoes from the Mainland can be transported directly to their destinations instead of being transhipped via Hong Kong. Therefore, an exploration of the development of logistics in Hong Kong will address issues such as how the HKIA can continually attract transshipments from the Mainland and how it can develop supply chain collaboration with other airports.

10. Apart from changes to traditional air freight transportation, and competition from dynamically developing Mainland airports, Hong Kong is facing challenges posed by other airports in the Asia Pacific region which are striving to become regional aviation hubs. Among them is South Korea's Incheon International Airport, which plans to develop into a Northeast Asian air freight gateway. Singapore and Bangkok are both endeavouring to expand their shares in the market for air transshipments from Mainland China and South Asia. Besides, freighters have been replacing passenger aircraft in recent years for cargo transportation, and currently 60% of the air freight is delivered by freighters. As airline operators and express carriers are rapidly expanding their freighter fleets, air-based logistics solutions and special lines have been launched to provide high-value services and expand market shares.

11. To achieve a high level of efficiency, upgrading capability, service quality and security of logistics services, and to maintain Hong Kong's status as an air freight hub, it is essential for us to have a workforce not only equipped with professional knowledge, but also supported by advanced information facilities, a reliable security system, and proactive and practical logistics solutions. Air freight logistics in Hong Kong can take itself forward by enhancing staff training, developing air freight information systems, upgrading management modes, strengthening international collaboration and continually bringing itself up to new international standards.

12. With a view to enhancing the regional and international competitiveness of the air freight industry in Hong Kong, the Hong Kong Special Administrative Region Government founded the Hong Kong Logistics Development Council in December

2001 to facilitate communication and consultation with the industry and provide a platform for stakeholders to confer together and coordinate logistics development in Hong Kong. Apart from the Government, the air freight industry must also make efforts to strengthen cooperation with airports and enterprises both in China and overseas to develop international flight networks, increase flight destinations and frequency and maintain Hong Kong's competitive edge in air freight services. Hong Kong's position as a transshipment base for the Mainland market is constrained by quite a few adverse factors such as air traffic congestion over northern Guangdong, which has resulted in flight delays imposed by Mainland air traffic control. To strengthen its role as an international air cargo hub, Hong Kong must not hesitate to deal with the problem of air traffic congestion, to reinforce cooperation with Mainland airports, to link itself with more flight destinations in Mainland China and to improve transport infrastructure so that the HKIA and cities lying in the Pearl River Delta may be better connected. Hong Kong must also extend the reach of its air freight industry on the Mainland to tap new freight sources and maintain its position as the air cargo gateway of Mainland China.

13. Modern logistics has been so affected by electronic commerce operation modes that delivery time, transparency and coverage of signal transmission systems have become its major considerations. Since air freight requires effective coordination of complicated workflows, we must enhance our electronic systems used in the air freight industry; introduce advanced logistics software and systems to our supply chain partners; develop Hong Kong into an air-to-air and multi-modal transshipment base so as to strengthen our position as an air freight hub for the Mainland; and use advanced technology for customs clearance and document delivery so as to transform traditional freight forwarding into electronic logistics.

14. With the implementation of the Mainland and Hong Kong Closer Economic Partnership Agreement (CEPA), Hong Kong service providers in logistics and civil aviation are allowed entry into the Mainland market by establishing wholly-owned companies, so that the relationship between Hong Kong operators and Mainland market participants may be strengthened and that logistics solutions may be implemented more effectively. The development of air freight logistics in Hong Kong is closely related to China's 11th Five-Year Plan, which requires each province, municipality, autonomous region and special administrative region to improve the connection among various transportation systems so that they may build upon each other's strengths to enhance efficiency and to create a well-designed logistics network at a macro level. In a focus group report and action agenda of the Economic Summit on 'China's 11th Five-Year Plan and the Development of Hong Kong', the industries concerned have made a number of practical recommendations with regard to logistics and related infrastructure, which include building a third runway, improving cross-border network and coordinating the development of neighbouring regions. To expand the market, the focus group concerned has proposed lowering operating costs and developing logistics technology and talent so as to enhance Hong Kong's position as an international air freight and logistics centre. In the Plan, the Central Government unequivocally affirms Hong Kong's status as an international logistics centre. In this regard, the Hong Kong Government and the logistics industry should work together to contribute to the development of our nation.

15. The air freight industry of Hong Kong is mainly comprised of enterprises such as airline operators, air cargo terminals and air freight forwarders. According to Government statistics, the industry had a workforce of about 55 000 people in 2007, of whom over 20 000 were employed by express carriers. They can be categorised according to job duties such as administration, sales and marketing, cargo handling, documentation processing, and technical and professional support. They can also be categorised in terms of ranks, including managerial, supervisory, operational and administrative support ranks. Training and other aspects of human resources development must be geared to a knowledge-based and globalised society and to the provision of high value-added services. In the face of increasingly fierce competition, the logistics industry of Hong Kong needs skilled talents to enhance its competitiveness, adaptiveness and service quality. In tandem with other factors, a highly skilled, communicative, creative and globally-minded logistics workforce will be essential to the success of Hong Kong as an international air freight centre.

Specification of Competency Standards

16. In view of the industry's current situation and future development trend, it is imminent that the Specification of Competency Standards (SCS) be formulated to provide a solid framework for training to enhance the industry's technical capability, competitiveness and quality of service.

17. The SCS consists of competency standards of different levels. Competency standards are benchmarks for the industry-specific knowledge, professional skills and soft skills required for performing different job functions of the industry. The functional areas and competency standards under SCS will be practical and competence-based. The SCS not only sets out the professional knowledge and skills required for today, but has also taken into consideration factors such as the development trend of both the industry and the society.

18. In the long run, the industry-recognised SCS will become the blueprint for training. It will not only ensure that training providers can meet the industry's present and future needs by offering training courses covering all the knowledge and skills required by the industry, but will also provide employees with a clear set of learning pathways, so that they can draw up their own learning and career roadmaps. As such, the SCS will complement the full-scale implementation of the Qualifications Framework by the Government.

19. Taking into account the current situation and future development of the industry, the Logistics Industry Training Advisory Committee (ITAC), comprising representatives of employers, employees, the Government and professional bodies of the industry, has prepared a preliminary version of "SCS for the Logistics Industry" with reference to the standard and format adopted in the Mainland and overseas. It is hoped that the SCS will provide clear guidance for practitioners to devise their own learning and career roadmaps.

Chapter 2

Qualifications Framework

Hong Kong Qualifications Framework

20. The Logistics ITAC was set up by the Education Bureau to facilitate the implementation of the Hong Kong Qualifications Framework (QF) in the industry. The proposed QF is a voluntary system. It is a seven-level hierarchy that provides benchmarks for determining the level of complexity and difficulty of individual competencies. It is also used to order and support qualifications of different natures and titles. The QF is underpinned by an independent quality assurance (QA) mechanism that would enhance recognition and acceptance of the qualifications in the industry, irrespective of the mode and source of learning.

21. The Logistics ITAC is responsible for the development of a task-based SCS for the core functional areas of the industry. The SCS, being comprised of Units of Competencies (UoCs), provides not only quantitative and qualitative specifications on the competencies required for specific tasks, but also the integrated outcome requirements as well as information on the QF level and credits.

22. The SCS is useful to vocational education and training providers in vocational curriculum design, and to HR personnel in staff development. It may also serve as a set of industry benchmarks for the recognition of exemplary performance and the award of qualifications. The SCS is the cornerstone for the enhancement of the industry's competitiveness and sustainability in the long run.

23. The QF aims to provide clear learning pathways for individuals to draw up their own roadmaps to obtain quality assured qualifications. Learners may either pursue a specific learning pathway to upgrade their skills in a particular area of specialisation in a gradual and orderly manner (vertical development), or progress through traversing learning pathways to become multi-skilled (horizontal development). Through the full-scale implementation of the QF, we will foster an environment and culture conducive to lifelong learning and continuing education in the industry. With the active participation of employers and employees as well as the wide acceptance of the industry, the QF will also encourage the development of quality training programmes by providers to meet the needs of the community and the industry.

QF Levels

24. The QF is a seven-level hierarchy, of which level 1 is the lowest and level 7 the highest. The outcome requirements of each level are defined by a set of generic level descriptors (GLDs) (Appendix 1), which stipulates the complexity, demand and challenges of each level in the four dimensions below:

- a. Knowledge and intellectual skills;
- b. Processes;
- c. Application, autonomy and accountability; and
- d. Communication, IT and numeracy.

A QF level is assigned to every UoC (Chapter 4) with reference to the GLDs. It is noteworthy that competency elements in a UoC may fall in some or all of the GLD dimensions. Therefore, QF level assignment is essentially a holistic judgement on the unit's integrated outcome requirements.

25. QF levels are discrete. That is, there cannot be assignment of UoC in-between QF levels. Also, a UoC that cannot fully match the competency requirements of one or more dimensions of a level would be assigned to the next lower level.

Chapter 3

Competency Standards

Major Functional Areas of the Logistics Industry (Air Freight & Express)

26. As proposed by the Logistics ITAC, the Specification of Competency Standards (SCS) for the Logistics Industry (Air Freight & Express) may consist of the following major functional areas:

(i) Operation Management

This functional area covers the formulation of overall development strategy and operational policy, as well as the monitoring and control of their implementation. The logistics industry covers various sectors in which different trades are involved. Thus, besides the expertise of the trade they serve in, practitioners should also possess extensive commercial, management, financial and human resources knowledge and be conversant with the operation of the logistics industry. They should also be capable of drawing up operational policy, development strategy, implementation plan and mode of communication that can meet organizational needs from higher perspectives such as organizational development, strategy formulation, management direction, overall safety and risk management, etc. Apart from discharging daily monitoring duty, they should also conduct reviews on a regular basis so as to enhance operational effectiveness of the organization.

(ii) Planning and Design of Logistics Solutions

This functional area arises in response to the development trend of the logistics industry. As different trades of the industry cooperate in the supply chain management for a more integrated operation, there are more and more opportunities for planning and designing import logistics solutions and providing services to customers in the form of partnership. Practitioners should possess the know-how required for planning and designing logistics solutions in different scales and areas and for different cargo types. Besides understanding the concepts of multi-modal and value-added services, they should also be capable of designing logistics solutions for operation in the Mainland, especially southern China and the Pearl River Delta. They should take part in cooperating with business partners from different logistics areas to enhance the competitiveness of the organization.

(iii) Sales, Marketing and Customer Services

As the logistics industry is customer-oriented, service providers should understand the customers' needs in order to provide services to their satisfaction. The organization should employ different knowledge, methods and techniques relevant to sales and marketing to deal with existing and potential customers. Apart from having a fair understanding of their own trades with respect to the operation, services provided and the operational procedures, practitioners should also possess certain knowledge about the market and the customers, and assist in

expanding the market, promoting services and products, and formulating strategies for competition. They should be able to communicate with the customers and maintain a good relationship with them, to contact potential customers, and to manage and provide customer services.

(iv) Cargo Transport and Handling

Cargo transport and handling is the core business of the logistics industry. It involves mainly cargo delivery, midway storage, packaging and distribution. Practitioners need to coordinate and assist in relevant arrangements. They should possess relevant knowledge of the cargoes, as well as the knowledge, techniques and skills of handling and transporting the cargoes.

(v) Cargo Safety and Security

The functional area of cargo safety and security is unique to the logistics industry. In order to meet the ever-stricter requirements imposed by the international treaties and the industry, the job functions of cargo safety and security have become more and more specialised, and thus formed an independent functional area itself. This area involves the handling of transport and storage safety and security with respect to the nature of the cargo, and the impact of external interference on the cargo, human body, facilities and logistics operation. This area requires practitioners of knowledge and skills relevant to the formulation, planning, coordination and execution of measures and activities to prevent, avoid and minimize the aforesaid risks.

(vi) Import/Export Documentation

The logistics industry is a service industry that has arisen from international trading activities. It mainly involves the arrangement of delivery and conveyance of cargoes, information and capital in the course of transaction. The skills required for cargo delivery have been listed in the functional area of Cargo Transport and Handling. For information and capital, though the traditional way of document circulation is still commonly used, electronic documentation begins to take the lead. The functional area of import/export documentation involves understanding the function, issuing system, usage and handling skills for various documents. In order to handle cargo import/export efficiently and legally, practitioners should understand clearly the business flow of the import and export trade; know how to calculate prices and prepare quotations; understand and handle all kinds of import/export documents, letters of credit and documentary bills, and international trading provisions and terms set by trade associations; possess skills and knowledge relevant to e-trade declaration service, tariffs and trade practices of China, and customs declaration and bonded warehousing.

(vii) Insurance and Legal Matters

This functional area covers the use of risk assessment tools to assess the risks brought by daily operation, and the formulation of risk management and risk transfer strategies on the basis of the assessment report. Practitioners should consider the business and operational needs of different trades in making an analysis of the insurance market. They should study and compare the insurance services, provisions and premiums of different providers before making relevant insurance arrangements. They should also make claims efficiently and

effectively after the accident, so as to achieve good results of risk management and risk transfer. Practitioners should also know about local and overseas legislation as well as international conventions, so as to formulate and implement all kinds of policies to ensure that daily operation meets relevant legal requirements.

(viii) E-Logistics

The age of electronic and networked operation has come to the logistics industry, and e-logistics has become an independent functional area. Practitioners should strengthen their knowledge and skills accordingly to face the challenge. The functional area of e-logistics covers the application of existing electronic tools in logistics work, the development of new technologies for application in new areas, networking, the establishment and application of e-platforms, integration with e-commerce, relevant maintenance, etc.

(ix) Occupational Safety and Health

This functional area covers the formulation of codes of safety that comply with relevant occupational safety and health guidelines and legislation by applying relevant management knowledge and skills to conduct risk assessment with regard to the workplaces of the logistics industry, the loading/unloading equipment and the cargoes being handled. The areas of work include handling of dangerous goods, workplace safety management, risk management for safe operation of loading/unloading equipment and all kinds of instruments, promotion of occupational safety and health legislation, etc. Practitioners should ensure that all employees of the logistics industry receive clear messages of occupational safety and health, so as to protect the personal safety and occupational health of the employees.

(x) Quality Management

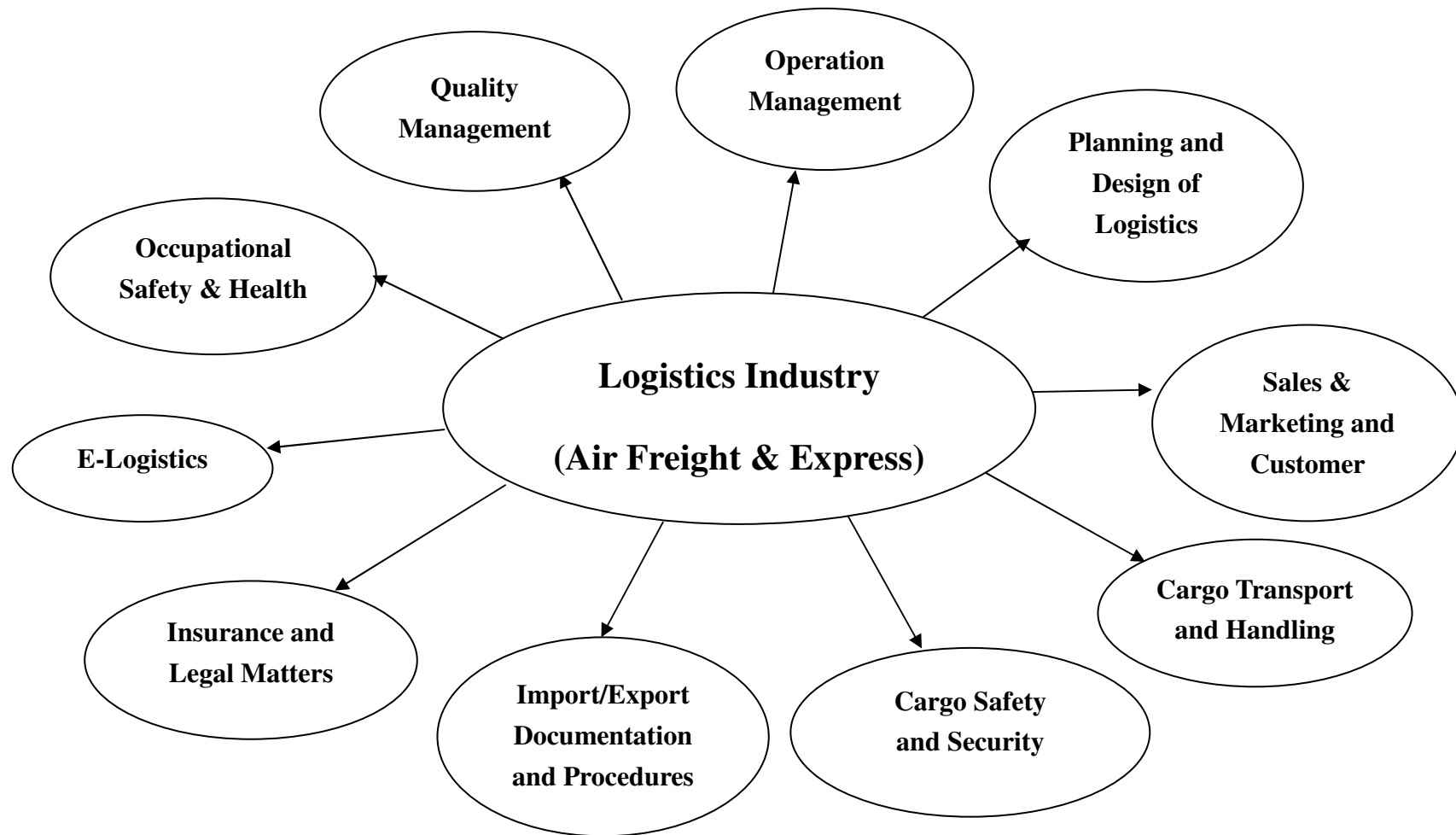
This functional area covers the formulation and implementation of quality management schemes by employing the knowledge and skills of quality management. Practitioners should effectively monitor the implementation of these schemes with a view to achieving the result of low cost and high quality. They should also be capable of analyzing, handling and evaluating customers' feedback, as well as promoting and implementing quality management and staff training. Moreover, they should ensure that the quality of services can meet the requirements of customers and relevant standards.

Please refer to Diagram 1 for further information.

27. Based on the generic level descriptors and the major functional areas, the Logistics ITAC has formulated a “List of Competencies” (Chapter 4) for the logistics industry (air freight and express). The list provides details of the training requirements of the industry for different competency levels and functional areas. It is designed to provide clear and unified guidelines for drawing up individual learning roadmaps. Learners may either pursue a specific learning pathway to upgrade their skills in a particular area of specialization in a gradual and orderly manner (vertical development), or progress along a number of learning pathways to become multi-skilled (horizontal development).

Functional Map Showing the Major Functional Areas of the Logistics Industry

(Air Freight & Express)



Competency Standards

28. Competency standards refer to the skills and knowledge required for a particular job function. They represent the industry benchmarks for the skills, knowledge and attributes required to perform competently in a particular job. Thus they are the most important part of the SCS.

Units of Competencies

29. The Logistics ITAC has set out the competency standards for various job functions in the form of units of competencies (UoCs), which describe the performance and standard required for each competency. Please refer to Chapter 4 for details.

Every UoC comprises eight basic items:

1. Title
2. Code
3. Range
4. Level
5. Credits
6. Competency
7. Assessment Criteria
8. Remarks

Recognition of Prior Learning

30. A major concept of QF is that individuals may acquire knowledge and skills from their work experience, apart from attending formal training courses. People may, through the Recognition of Prior Learning (RPL) mechanism, obtain relevant qualifications if their experience, skills and knowledge gained in the workplace meet the competency standards set by the ITAC.

31. Since in-house training has long been the major training opportunity for employees of the logistics industry, it is extremely difficult to determine whether such training has met the competency standards. Therefore, the ITAC will consult members of the industry to develop an appropriate RPL mechanism.

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
1	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)	Use air freight terms, codes and abbreviations (3 Credits) LOAFCN101A (P.39)
	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)	Know the label, marking and types of and basic packaging requirements for air cargo (3 Credits) LOAFCN102A (P.41)
				Collect and deliver express items (6 Credits) LOAFCT110A (P.43)				Apply all kinds of computerized freight document templates (3 Credits) LOCUEL101A (P.45)	Handle bulk cargoes manually (3 Credits) LOCUSH106A (P.47)	
2	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)	Apply multimodal transport concept and knowledge (3 Credits) LOCUCN201A (P.50)

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
2	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)	Apply basic statistics to logistics operation (6 Credits) LOCUCN202A (P.52)
	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)	Conduct calculation of logistics related weights and measures, currencies and time zones (3 Credits) LOAFCN201A (P.54)
	Apply all kinds of freight information (6 Credits) LOCUOM201A (P.56)		Maintain, process and use customer information (3 Credits) LOCUSM201A (P.62)	Handle temporary imports (3 Credits) LOCUCT201A (P.86)	Understand dangerous goods and their characteristics (9 Credits) LOCUSS202A (P.118)	Handle procedures and documents for settlement of trading payment (9 Credits) LOCUIE201A (P.122)		Implement e-logistics website maintenance (6 Credits) LOCUEL201A (P.140)	Implement safety procedures for manual handling operation (3 Credits) LOCUSH201A (P.159)	

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
2	Prepare checklists for operational processes (3 Credits) LOCUOM202A (P.58)		Use communication skills to make discussions related to logistics issues (3 Credits) LOCUSM203A (P.64)	Use general loading and lifting equipment in the logistics industry (6 Credits) LOCUCT202A (P.88)	Implement security inspection of air cargo with instruments (6 Credits) LOAFSS201A (P.120)	Verify the required proofs and documents according to freight needs (9 Credits) LOCUIE202A (P.124)		Handle electronic documents commonly used in the logistics industry (6 Credits) LOCUEL202A (P.142)	Implement preventive measures on occupational safety and health of the logistics industry (3 Credits) LOCUSH202A (P.161)	
	Obtain licence for freight operation and make relevant administrative arrangements (6 Credits) LOCUOM203A (P.60)		Use communication skills to communicate internally (3 Credits) LOCUSM204A (P.67)	Prepare operational records and data (3 Credits) LOCUCT203A (P.90)		Handle the documents for dangerous goods, prohibited articles and dutiable commodities (6 Credits) LOCUIE203A (P.126)		Execute security work for electronic documents of the logistics industry (3 Credits) LOCUEL206A (P.144)	Implement safety operation in confined spaces (3 Credits) LOCUSH203A (P.163)	
			Receive customers (6 Credits) LOCUSM209A (P.70)	Receive & deliver general air cargo (3 Credits) LOAFCT201A (P.92)		Arrange for customs declaration (3 Credits) LOCUIE204A (P.130)		Submit cargo manifests electronically (6 Credits) LOCUEL207A (P.146)	Safety procedures for fork-lift truck operation (9 Credits) LOCUSH204A (P.165)	
			Present and explain to customers the logistics services offered (6 Credits) LOCUSM210A (P.72)	Check aircraft unit load device (3 Credits) LOAFCT204A (P.94)		Handle customs clearance procedures (6 Credits) LOCUIE205A (P.132)		Implement e-platform operation for the logistics industry (9 Credits) LOCUEL208A (P.149)	Implement Code of Practice for Loading of Vehicles (6 Credits) LOCUSH205A (P.167)	

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
2			Update customers with latest company news (3 Credits) LOCUSM211A (P.74)	Arrange for air cargo storage (6 Credits) LOAFCT211A (P.96)		Handle import/export or re-export documents (3 Credits) LOCUIE206A (P.134)		Apply electronic devices on cargo identification (6 Credits) LOCUEL209A (P.151)	Implement code of safety for stacking cargoes (3 Credits) LOCUSH206A (P.169)	
			Handle customer relations and requests (6 Credits) LOCUSM212A (P.76)	Check the package, quantity and appearance of air cargo (3 Credits) LOAFCT213A (P.98)		Handle air freight import/export documents (3 Credits) LOAFIE201A (P.136)		Check express waybill filled by customer (3 Credits) LOAFEL201A (P.153)	Implement code of safety for cargo loading/unloading with vehicles (6 Credits) LOCUSH207A (P.171)	
			Handle cargo tracking for customers (3 Credits) LOCUSM213A (P.78)	Measure the weight and dimensions of air cargo (3 Credits) LOAFCT214A (P.100)		Compile air waybill (3 Credits) LOAFIE202A (P.138)		Check air freight shipper's letter of instruction (3 Credits) LOAFEL202A (P.155)	Implement vehicle transport and traffic safety in cargo yard (6 Credits) LOCUSH208A (P.173)	
			Use simple Putonghua for business communication with customers (6 Credits) LOCUSM214A (P.80)	Implement break bulk procedures for air cargo (3 Credits) LOAFCT215A (P.102)				Handle the issuance of the proof of delivery (3 Credits) LOAFEL203A (P.157)		

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
2			Use simple English for business communication with customers (6 Credits) LOCUSM215A (P.82)	Implement cargo loading/unloading procedures (6 Credits) LOAFCT216A (P.104)						
			Calculate air freight rates (6 Credits) LOAFSM203A (P.84)	Implement air cargo consolidation (3 Credits) LOAFCT217A (P.107)						
				Implement procedures of receiving and delivering air cargo (3 Credits) LOAFCT218A (P.109)						
				Arrange cargo to and from air cargo terminals (3 Credits) LOAFCT219A (P.112)						

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
QF Levels	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
2				Perform repair and maintenance of aircraft unit load device (3 Credits) LOAFCT220A (P.114)						
				Sort air cargo (3 Credits) LOAFCT221A (P.116)						

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
3	Coordinate the work of company departments, business partners and contractors (6 Credits) LOCUOM302A (P.176)		Present and explain proposals to customers (6 Credits) LOCUSM301A (P.178)	Coordinate air cargo consolidation (6 Credits) LOAFCT301A (P.207)	Apply security technology to help handle cargo transport security matters (6 Credits) LOCUSS301A (P.239)	Understand different trading modes and their requirements on import, export and re-export documents (9 Credits) LOCUIE301A (P.245)	Handle insurance certificate and policy or related documents (6 Credits) LOCUIL305A (P.247)	Conduct Electronic Data Interchange (EDI) in the industry and with customers (6 Credits) LOCUEL302A (P.249)	Handle general industrial accidents (6 Credits) LOCUSH302A (P.258)	Handle issues on quality of transport and logistics services (9 Credits) LOCUQM301A (P.269)
			Implement customer service management (9 Credits) LOCUSM309A (P.181)	Plan air cargo consolidation (9 Credits) LOAFCT303A (P.210)	Implement air freight security control procedures (9 Credits) LOAFSS301A (P.241)			Design different kinds of computerized freight documents (6 Credits) LOCUEL303A (P.252)	Implement occupational safety and health management system for the logistics industry (12 Credits) LOCUSH303A (P.260)	Implement quality management training program (6 Credits) LOCUQM302A (P.272)
			Prepare sales proposals (6 Credits) LOCUSM311A (P.183)	Arrange documentations for cargo consolidation and coordinate air cargo consolidation (9 Credits) LOAFCT304A (P.213)	Carry out monitoring system on the air cargo security procedures of consignors (2 Credits) LOAFSS302A (P.243)			Implement e-commerce procedures for the logistics industry (6 Credits) LOCUEL304A (P.254)	Implement transport and storage management safety measures for dangerous goods (9 Credits) LOCUSH305A (P.263)	Implement environmental management procedures (6 Credits) LOCUQM303A (P.275)

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
3			Handle and review customer's opinions and complaints about service quality (6 Credits) LOCUSM312A (P.185)	Coordinate deployment of aircraft unit load device (6 Credits) LOAFCT305A (P.215)				Apply air freight service web platform (6 Credits) LOAFEL301A (P.256)	Act on requirements for logistics device and equipment maintenance (6 Credits) LOCUSH306A (P.266)	Test and calibrate measuring equipment (6 Credits) LOCUQM305A (P.278)
			Use complicated English for business communication with customers (9 Credits) LOCUSM313A (P.187)	Record air freight incidents (6 Credits) LOAFCT306A (P.218)						
			Use complicated Putonghua for business communication with customers (9 Credits) LOCUSM314A (P.189)	Deploy aircraft unit load device (3 Credits) LOAFCT307A (P.220)						
			Prepare express charges chart (6 Credits) LOAFSM301A (P.191)	Deliver and receive dangerous goods (6 Credits) LOAFCT308A (P.222)						

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
3			Handle air freight cargo space booking procedures (9 Credits) LOAFSM302A (P.193)	Handle special air cargo (9 Credits) LOAFCT309A (P.225)						
			Calculate contract air freight charges (9 Credits) LOAFSM303A (P.196)	Handle live animals and perishable goods (6 Credits) LOAFCT310A (P.228)						
			Prepare express package pick-up schedule (6 Credits) LOAFSM304A (P.198)	Handle dutiable air cargo (3 Credits) LOAFCT311A (P.231)						
			Handle international express service booking (3 Credits) LOAFSM305A (P.200)	Handle air freight cancellation procedures (3 Credits) LOAFCT312A (P.233)						

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u> (OM) <u>Unit of Competency</u>	<u>Planning and Design of Logistics</u> (PD) <u>Unit of Competency</u>	<u>Sales & Marketing and Customer</u> (SM) <u>Unit of Competency</u>	<u>Cargo Transport and Handling</u> (CT) <u>Unit of Competency</u>	<u>Cargo Safety and Security</u> (SS) <u>Unit of Competency</u>	<u>Import/Export Documentation and Procedures</u> (IE) <u>Unit of Competency</u>	<u>Insurance and Legal Matters</u> (IL) <u>Unit of Competency</u>	<u>E-Logistics</u> (EL) <u>Unit of Competency</u>	<u>Occupational Safety & Health</u> (SH) <u>Unit of Competency</u>	<u>Quality Management</u> (QM) <u>Unit of Competency</u>
3			Handle enquiries on air freight rate (3 Credits) LOAFSM306A (P.203)	Verify that the air cargo complies with air cargo acceptance requirements (6 Credits) LOAFCT313A (P.235)						
			Calculate commission and concession (6 Credits) LOAFSM307A (P.205)	Handle unclaimed air cargo (3 Credits) LOAFCT314A (P.237)						

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4	Monitor the performance of contractors (6 Credits) LOCUOM401A (P.281)	Master the logistics needs of different import/export trading modes (9 Credits) LOCUPD401A (P.325)	Formulate an overall strategy for participating in industry conferences in the logistics industry (6 Credits) LOCUSM401A (P.327)	Coordinate point-to-point cargo transport connection (6 Credits) LOCUCT401A (P.355)	Formulate training schemes for handling dangerous goods (6 Credits) LOCUSS401A (P.367)		Implement risk management plans (9 Credits) LOCUIL401A (P.375)	Design e-commerce procedures for the logistics industry (9 Credits) LOCUEL401A (P.412)	Formulate safety code for logistics employees of various levels (9 Credits) LOCUSH401A (P.424)	Conduct quality management audit (9 Credits) LOCUQM401A (P.432)
	Design and prepare tenders (6 Credits) LOCUOM402A (P.284)		Manage customer service centres (9 Credits) LOCUSM402A (P.330)	Evaluate and calculate workload for cargo handling (6 Credits) LOCUCT402A (P.357)	Formulate air freight security standard (9 Credits) LOAFSS401A (P.369)		Amend insurance terms (6 Credits) LOCUIL402A (P.377)	Design electronic document security system and procedures for the logistics industry (6 Credits) LOCUEL402A (P.414)	Conduct occupational safety and health supervision for the logistics industry (9 Credits) LOCUSH402A (P.427)	Promote quality management culture to frontline staff (9 Credits) LOCUQM402A (P.435)
	Prepare proposals (6 Credits) LOCUOM403A (P.286)		Implement the overall marketing plan (9 Credits) LOCUSM403A (P.332)	Formulate aircraft load plan (9 Credits) LOAFCT401A (P.359)	Handle and report air freight incidents (6 Credits) LOAFSS402A (P.371)		Compile claims report (6 Credits) LOCUIL403A (P.379)	Formulate information system upgrading demand (9 Credits) LOCUEL403A (P.417)	Implement safety management in the workplace (9 Credits) LOCUSH403A (P.430)	Compile quality assurance procedures (9 Credits) LOCUQM403A (P.437)

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4	Represent the company to perform obligations in trade associations and liaise with relevant organizations (3 Credits) LOCUOM404A (P.289)		Assess the overall marketing plan and performance indices (9 Credits) LOCUSM404A (P.334)	Calculate aircraft load trimming (9 Credits) LOAFCT402A (P.361)	Implement air freight safety standard for dangerous goods (9 Credits) LOAFSS403A (P.373)		Handle employee compensation claims (6 Credits) LOCUIL404A (P.381)	Formulate the electronic data flow for relevant parties of the logistics industry (9 Credits) LOCUEL404A (P.420)		Formulate environmental management policy (6 Credits) LOCUQM404A (P.439)
	Settle labour disputes in a company (6 Credits) LOCUOM405A (P.292)		Analyze current market situation and trend of the logistics industry (9 Credits) LOCUSM405A (P.336)	Coordinate air cargo loading/unloading (9 Credits) LOAFCT403A (P.363)			Handle public liability claims (6 Credits) LOCUIL405A (P.384)	Design e-logistics website for the logistics industry (9 Credits) LOCUEL405A (P.422)		Formulate measures to enhance staff's quality management culture and standard (6 Credits) LOCUQM406A (P.442)
	Establish technical indicators for logistic machinery equipment (6 Credits) LOCUOM406A (P.295)		Assess sales information of the industry (9 Credits) LOCUSM406A (P.338)	Handle air freight discrepancies (3 Credits) LOAFCT404A (P.365)			Handle transport operator's liability insurance (9 Credits) LOCUIL407A (P.387)			Assess environmental impacts of working procedures (6 Credits) LOCUQM407A (P.444)

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4	Monitor the performance of suppliers (6 Credits) LOCUOM407A (P.297)		Analyze customers' freight service needs (9 Credits) LOCUSM407A (P.340)				Apply environmental protection laws and international conventions relevant to the logistics industry (3 Credits) LOCUIL408A (P.391)			Enhance staff's awareness of environmental protection (6 Credits) LOCUQM408A (P.447)
	Apply simulation technique to test efficiency of operation (9 Credits) LOCUOM408A (P.300)		Formulate customer relationship strategy (9 Credits) LOCUSM408A (P.342)				Apply occupational safety and health ordinances relevant to the logistics industry (6 Credits) LOCUIL409A (P.393)			Formulate standard for quality management system (9 Credits) LOCUQM410A (P.450)
	Formulate standard operational procedures (6 Credits) LOCUOM409A (P.302)		Apply methods in marketing and promotion (6 Credits) LOCUSM409A (P.344)				Apply the Prevention of Bribery Ordinance (3 Credits) LOCUIL410A (P.395)			Formulate company's performance pledge (6 Credits) LOCUQM411A (P.453)
	Implement contingency procedures (9 Credits) LOCUOM410A (P.304)		Use the internet for business promotion (9 Credits) LOCUSM410A (P.346)				Understand intellectual property and avoid infringement act (3 Credits) LOCUIL411A (P.397)			

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas	<u>Operational Management</u> (OM)	<u>Planning and Design of Logistics</u> (PD)	<u>Sales & Marketing and Customer</u> (SM)	<u>Cargo Transport and Handling</u> (CT)	<u>Cargo Safety and Security</u> (SS)	<u>Import/Export Documentation and Procedures</u> (IE)	<u>Insurance and Legal Matters</u> (IL)	<u>E-Logistics</u> (EL)	<u>Occupational Safety & Health</u> (SH)	<u>Quality Management</u> (QM)
QF Levels	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4	Implement financial analysis and cost control (9 Credits) LOCUOM411A (P.306)		Analyze customer's business condition (9 Credits) LOCUSM411A (P.349)				Apply basic principles of insurance law to handle insurance matters (6 Credits) LOCUIL412A (P.399)			
	Manage capital and financial matters (9 Credits) LOCUOM412A (P.308)		Formulate strategy of air freight quotation (6 Credits) LOAFSM401A (P.351)				Apply labour legislations relevant to human resources management (6 Credits) LOCUIL413A (P.401)			
	Check and enhance transport efficiency (6 Credits) LOCUOM413A (P.310)		Handle co-loading market transactions with air freight forwarders (6 Credits) LOAFSM402A (P.353)				Handle claims for aircraft damage (9 Credits) LOAFIL401A (P.404)			
	Establish and maintain relationship with business partners (6 Credits) LOCUOM414A (P.312)						Handle claims for air cargo damage (9 Credits) LOAFIL402A (P.406)			

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4	Manage process of calling for tenders (6 Credits) LOCUOM415A (P.314)						Handle claims for air cargo liability insurance (9 Credits) LOAFIL403A (P.409)			
	Renew, terminate and conclude a contract with contractor/supplier (6 Credits) LOCUOM416A (P.316)									
	Determine the suitable aircraft and goods for delivery (9 Credits) LOAFOM401A (P.318)									
	Formulate express standard contract terms (6 Credits) LOAFOM402A (P.321)									

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
QF Levels	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4	Handle freight problems caused by delay or cancellation of flights (6 Credits) LOAFOM403A (P.323)									

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
5	Formulate local operation strategies (9 Credits) LOCUOM501A (P.456)	Plan and design local logistics solutions (9 Credits) LOCUPD501A (P.521)	Assess the demand for the services of the logistics industry and formulate sales budgets (9 Credits) LOCUSM501A (P.534)		Monitor security service standard (9 Credits) LOCUSS501A (P.547)		Perform risk assessment of the transport process and compile reports (9 Credits) LOCUIL501A (P.552)	Formulate strategies for the application of electronic cargo identification technologies (9 Credits) LOCUEL501A (P.583)	Formulate occupational safety and health management system for the logistics industry (9 Credits) LOCUSH501A (P.590)	Formulate quality management system (9 Credits) LOCUQM502A (P.595)
	Formulate regional operation strategies (9 Credits) LOCUOM502A (P.459)	Analyze market structure of air freight service (9 Credits) LOAFPD501A (P.524)	Plan business development strategies and explore new markets (9 Credits) LOCUSM503A (P.536)		Formulate air freight security strategy (12 Credits) LOAFSS501A (P.549)		Assess the total lost amount and calculate the claim amount (9 Credits) LOCUIL502A (P.554)	Establish air freight-based fourth-party logistics (4PL) network (18 Credits) LOAFEL501A (P.585)	Assess staff's safety risks and formulate improvement plans for occupational safety and health management system (18 Credits) LOCUSH502A (P.592)	Formulate environmental management system (9 Credits) LOCUQM503A (P.599)
	Formulate recruitment strategy (6 Credits) LOCUOM503A (P.462)	Understand air traffic rights and logistics solutions (6 Credits) LOAFPD502A (P.526)	Formulate pricing strategy (9 Credits) LOCUSM504A (P.539)				Arrange for insurance by tender (9 Credits) LOCUIL503A (P.556)	Formulate operation control plan for automated information flow for air freight process (12 Credits) LOAFEL502A (P.587)		Formulate quality management policy (9 Credits) LOCUQM504A (P.602)

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas	Operational Management	Planning and Design of Logistics	Sales & Marketing and Customer	Cargo Transport and Handling	Cargo Safety and Security	Import/Export Documentation and Procedures	Insurance and Legal Matters	E-Logistics	Occupational Safety & Health	Quality Management
QF Levels	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
5	Formulate on-the-job training plans for staff (6 Credits) LOCUOM504A (P.464)	Design air freight route network logistics solutions (12 Credits) LOAFPD503A (P.528)	Formulate marketing strategy (9 Credits) LOCUSM505A (P.542)				Apply Alternate Dispute Resolution (ADR) to handle disputes (9 Credits) LOCUIL504A (P.559)			Formulate policy of corporate social responsibilities (6 Credits) LOCUQM505A (P.604)
	Plan project management operation (9 Credits) LOCUOM505A (P.467)	Design air freight logistics solutions by making use of air freight strategic alliance (9 Credits) LOAFPD504A (P.530)	Conduct contract negotiation (9 Credits) LOCUSM506A (P.545)				Use arbitration to handle disputes (9 Credits) LOCUIL505A (P.561)			Formulate contingency procedures for environmental accidents (9 Credits) LOCUQM506A (P.606)
	Plan a tender (6 Credits) LOCUOM506A (P.469)	Design air freight logistics solutions by making use of virtual airport concept (6 Credits) LOAFPD505A (P.532)					Apply knowledge of business laws to prepare contracts (9 Credits) LOCUIL506A (P.563)			
	Formulate tendering strategy (6 Credits) LOCUOM507A (P.471)						Arrange for employee compensation insurance contract (6 Credits) LOCUIL507A (P.565)			

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u> (OM) <u>Unit of Competency</u>	<u>Planning and Design of Logistics</u> (PD) <u>Unit of Competency</u>	<u>Sales & Marketing and Customer</u> (SM) <u>Unit of Competency</u>	<u>Cargo Transport and Handling</u> (CT) <u>Unit of Competency</u>	<u>Cargo Safety and Security</u> (SS) <u>Unit of Competency</u>	<u>Import/Export Documentation and Procedures</u> (IE) <u>Unit of Competency</u>	<u>Insurance and Legal Matters</u> (IL) <u>Unit of Competency</u>	<u>E-Logistics</u> (EL) <u>Unit of Competency</u>	<u>Occupational Safety & Health</u> (SH) <u>Unit of Competency</u>	<u>Quality Management</u> (QM) <u>Unit of Competency</u>
5	Assess the tenders from potential contractors (6 Credits) LOCUOM508A (P.474)						Arrange for public liability insurance contract (6 Credits) LOCUIL508A (P.568)			
	Formulate human resources strategy (6 Credits) LOCUOM509A (P.477)						Arrange for multimodal insurance contract (9 Credits) LOCUIL509A (P.571)			
	Establish logistics mechanical equipment management system (9 Credits) LOCUOM510A (P.480)						Arrange for aviation insurance contracts (6 Credits) LOAFIL501A (P.574)			
	Formulate asset-typed equipment acquisition plans (9 Credits) LOCUOM511A (P.483)						Arrange for air cargo insurance contract (9 Credits) LOAFIL502A (P.577)			

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
QF Levels	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
5	Formulate strategy to bargain with business partners (6 Credits) LOCUOM512A (P.485)						Arrange for air cargo liabilities insurance contract (6 Credits) LOAFIL503A (P.580)			
	Formulate vehicle fleet management strategy (9 Credits) LOCUOM513A (P.488)									
	Formulate crisis management strategy (9 Credits) LOCUOM514A (P.490)									
	Formulate customer relationship management strategy (6 Credits) LOCUOM515A (P.492)									

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u> (OM) <u>Unit of Competency</u>	<u>Planning and Design of Logistics</u> (PD) <u>Unit of Competency</u>	<u>Sales & Marketing and Customer</u> (SM) <u>Unit of Competency</u>	<u>Cargo Transport and Handling</u> (CT) <u>Unit of Competency</u>	<u>Cargo Safety and Security</u> (SS) <u>Unit of Competency</u>	<u>Import/Export Documentation and Procedures</u> (IE) <u>Unit of Competency</u>	<u>Insurance and Legal Matters</u> (IL) <u>Unit of Competency</u>	<u>E-Logistics</u> (EL) <u>Unit of Competency</u>	<u>Occupational Safety & Health</u> (SH) <u>Unit of Competency</u>	<u>Quality Management</u> (QM) <u>Unit of Competency</u>
5	Formulate contingency procedures on emergency (9 Credits) LOCUOM516A (P.495)									
	Release industry-related information and business reports (3 Credits) LOCUOM517A (P.498)									
	Formulate revenue management for air freight (9 Credits) LOAFOM501A (P.500)									
	Determine the air freight routing and flight schedule (9 Credits) LOAFOM502A (P.503)									

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
QF Levels	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
5	Forecast future cargo volume and handling capacity (9 Credits) LOAFOM503A (P.506)									
	Formulate air cargo space management standard (9 Credits) LOAFOM504A (P.508)									
	Formulate strategies for charter flight (6 Credits) LOAFOM506A (P.510)									
	Formulate air freight charging strategy and standard (9 Credits) LOAFOM507A (P.513)									
	Formulate air freight work flow management standard (9 Credits) LOAFOM508A (P.515)									

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u> (OM)	<u>Planning and Design of Logistics</u> (PD)	<u>Sales & Marketing and Customer</u> (SM)	<u>Cargo Transport and Handling</u> (CT)	<u>Cargo Safety and Security</u> (SS)	<u>Import/Export Documentation and Procedures</u> (IE)	<u>Insurance and Legal Matters</u> (IL)	<u>E-Logistics</u> (EL)	<u>Occupational Safety & Health</u> (SH)	<u>Quality Management</u> (QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
5	Formulate air freight operation strategy (9 Credits) LOAFOM509A (P.517)									
	Formulate air freight standard contract terms (6 Credits) LOAFOM510A (P.519)									

List of Competencies for Practitioners of the Logistics (Air Freight & Express)

Functional Areas QF Levels	<u>Operational Management</u>	<u>Planning and Design of Logistics</u>	<u>Sales & Marketing and Customer</u>	<u>Cargo Transport and Handling</u>	<u>Cargo Safety and Security</u>	<u>Import/Export Documentation and Procedures</u>	<u>Insurance and Legal Matters</u>	<u>E-Logistics</u>	<u>Occupational Safety & Health</u>	<u>Quality Management</u>
	(OM)	(PD)	(SM)	(CT)	(SS)	(IE)	(IL)	(EL)	(SH)	(QM)
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
6	Formulate financing strategy (9 Credits) LOCUOM602A (P.610)	Plan and design regional logistics solutions (15 Credits) LOCUPD601A (P.616)						Formulate risk management plans (9 Credits) LOCUIL601A (P.622)	Formulate air freight-based strategies for fourth-party logistics (4PL) (9 Credits) LOAFEL601A (P.625)	
	Formulate air freight alliance strategy (9 Credits) LOAFOM601A (P.612)	Formulate logistics plans related to capital arrangements (12 Credits) LOCUPD603A (P.620)								
	Plan air freight and express network (9 Credits) LOAFOM602A (P.614)									
7	Formulate strategy for global operation (9 Credits) LOCUOM701A (P.629)	Plan and design global logistics solutions (15 Credits) LOCUPD701A (P.632)								

Competencies for Practitioners of the Logistics Industry (Air Freight & Express)

Competency Level 1

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use air freight terms, codes and abbreviations
2. Code	LOAFCN101A
3. Range	This unit of competency is applicable to air freight and logistics operators. Practitioners should be capable to understand basic air freight terms, codes and abbreviations. Frontline staff should master such knowledge and perform relevant freight operation and explain relevant freight issues to customers as instructed.
4. Level	1
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air freight</p> <ul style="list-style-type: none"> ◆ Understand codes used in the air freight industry <ul style="list-style-type: none"> • Codes of countries, regions, cities and airports • Codes of airlines • Aircraft type number and its meaning • Unit load device or pallet type number, and its meaning • Cargo category code ◆ Understand air freight terms <ul style="list-style-type: none"> • Terms used by different trades of the air freight industry ◆ Understand abbreviations commonly used in the industry <ul style="list-style-type: none"> • Understand the conversion of the abbreviations to their English or Chinese full names and their meanings • Understand the channel to find out or inquire air freight abbreviations commonly used

	<ul style="list-style-type: none"> ◆ Understand names and abbreviations of different weights and measurement ◆ Understand names and abbreviations of different currencies ◆ Understand the expression of international time ◆ Understand the channel to find out or inquire the meanings of the aforesaid code, abbreviations and terms
	<p>6.2 Apply basic air freight terms, codes and abbreviations</p> <ul style="list-style-type: none"> ◆ Apply appropriate air freight terms, codes and abbreviations to communicate with customers, counterparts and colleagues effectively ◆ Use basic air freight terms to fill in simple logistics and trading documents
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to use air freight terms, codes and abbreviations correctly; and</p> <p>(ii) Capable to communicate with in-service personnel effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Know the label, marking and types of and basic packaging requirements for air cargo
2. Code	LOAFCN102A
3. Range	This unit of competency is applicable to all air freight logistics companies. Practitioners should be capable to master basic cargo knowledge in order to handle air cargo.
4. Level	1
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air cargo</p> <ul style="list-style-type: none"> ◆ Understand the concept of unit load ◆ Understand the classification of air cargo ◆ Understand regulators' cargo classification system and numbering system for cargo classification ◆ Understand regulators' requirements on cargo label and marking ◆ Know about cargo types and their weight and volume ◆ Know about cargo types and the use of different packaging methods ◆ Understand the name of a single unit of package for cargo ◆ Understand the procedures for handling or moving cargo

	<p>6.2 Apply basic knowledge of air cargo</p> <ul style="list-style-type: none"> ◆ Apply basic knowledge of air cargo in order to communicate effectively with colleagues, supervisors and customers, for example, receiving and conveying information ◆ Identify the consistency of cargo labels and markings with the document information ◆ Put suitable labels and markings correctly on the cargo package ◆ Fill in correctly various types of air freight documents accurately
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is :</p> <p>(i) Capable to check and ensure that all information attached to the cargo is complete and complies with standard and shipping requirements; and</p> <p>(ii) Capable to communicate effectively with in-service personnel or customers, for example, receiving and conveying information.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Collect and deliver express items
2. Code	LOAFCT110A
3. Range	This unit of competency is applicable to express companies handling express items and parcels for import/export. Practitioners should be capable to collect and deliver express items and parcels according to operational guidelines of the company as well as procedures and requirements of aviation regulators.
4. Level	1
5. Credit	6 (for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of express items /parcels</p> <ul style="list-style-type: none"> ◆ Master the operation and use of devices for identification of express items /parcels, such as barcode reader and RFID device ◆ Understand the method and principles of sorting <ul style="list-style-type: none"> • Procedures for sorting express items /parcels • Sorting categories for express items /parcels ◆ Master the basic knowledge of express items /parcels <ul style="list-style-type: none"> • Possess basic knowledge of procedures for handling express delivery documents • Capable to read the English in general logistics documents • Know the names of airports and countries and their abbreviations, cargo names and addresses, etc.

	<ul style="list-style-type: none"> • Understand the working environment and safety measures for express item /parcel delivery
6.2 Collect and deliver express items	<ul style="list-style-type: none"> ◆ Use device to read the barcodes or radio frequency waves on express items /parcels ◆ Put the express items /parcels sorted in designated locations or containers ◆ Classify items as for direct delivery, transshipment or to be picked up at airport or at agent points by designation, delivery address, etc. ◆ Deliver or receive documents or acknowledge the signed receipt according to the category of the express items / parcels ◆ Report to superior for any problems or suspicious express items /parcels
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to follow the company's operational guidelines to complete the delivery of express items /parcels correctly and safely within reasonable period of time.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply all kinds of computerized freight document templates
2. Code	LOCUEL101A
3. Range	This unit of competency is applicable to all logistics related companies. Practitioners should be capable to handle all kinds of computerized freight document templates as required for daily logistics operation in relevant units of the logistics industry.
4. Level	1
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>6.1 Basic knowledge of computerized document templates relevant to logistics operation</p> <p>6.2 Handle computerized document templates used in daily logistics operation</p> </div> <div style="width: 50%;"> <ul style="list-style-type: none"> ◆ Understand the types of computerized document templates as required for daily logistics operation of the company ◆ Understand the information required for the completion of relevant computerized documents ◆ Understand the workflow of handling computerized document templates ◆ Understand the basic operation of the software used by the company to handle relevant computerized document templates ◆ Apply relevant document templates to prepare computerized documents as required for individual logistics procedures according to the company's requirements ◆ Handle and save relevant computerized documents or circulate to other relevant units according to the workflow of daily logistics operation </div> </div>

	<ul style="list-style-type: none"> ◆ Input relevant information and data to complete the data input procedure for the document ◆ Circulate the document to relevant staff for reference or analysis according to the procedures
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is :</p> <p>(i) Capable to handle computerized document templates used in daily logistics operation according to the company's requirements and workflow of handling different computerized documents.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle bulk cargoes manually
2. Code	LOCUSH106A
3. Range	This unit of competency is applicable to all kinds of logistics companies. Practitioners should be capable to apply the correct way of manual lifting and handling in logistics workplaces.
4. Level	1
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of manual handling safety</p> <ul style="list-style-type: none"> ◆ Understand the correct way of manual lifting and handling ◆ Understand the guidelines for manual handling operation ◆ Understand the relationship between manual operation and suitable rest ◆ Understand the effects of incorrect lifting and handling <ul style="list-style-type: none"> • The effects on the waist, the back and the body • Causes of manual lifting injuries ◆ Understand the use of machinery or tools to help handling and lifting cargoes, and the effects of incorrect use <p>6.2 Handle bulk cargoes manually</p> <ul style="list-style-type: none"> ◆ Check the type, size and weight of the cargo ◆ Check the external condition of the cargo to see if it is fit for manual handling ◆ Master the appropriate movement route ◆ Master the auxiliary tools or protective equipment needed

	<ul style="list-style-type: none"> ◆ Apply the correct way of manual lifting and handling ◆ Wear suitable attire and protective equipment for cargo lifting and transfer ◆ Shift the gravity of cargo toward the body when carrying it ◆ Implement correct procedures for the actions of cargo transfer, changing the moving direction, lifting and putting down, etc.
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle bulk cargoes manually or with the use of ancillary machinery or tools in a correct and safe way.</p>
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Air Freight & Express)

Competency Level 2

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply multimodal transport concept and knowledge
2. Code	LOCUCN201A
3. Range	This unit of competency is applicable to all kinds of logistics operators. Practitioners should be capable to apply the multimodal transport concept in cargo transport services.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of multimodal transport concept</p> <ul style="list-style-type: none"> ◆ Understand multimodal transport concept and its development ◆ Understand the application of the concepts of land-bridge multimodal transport and multimodal standardization, etc. ◆ Understand the documents and work flow arrangement for multimodal transport ◆ Understand that multimodal transport is a crucial element for logistics and logistics solutions ◆ Understand the basic content of different transport modes, such as the matching of equipment, loading/unloading, cargo and carrier ◆ Understand the case studies, modes and solutions of multimodal transport ◆ Understand the advantages and disadvantages of multimodal transport

	<p>6.2 Apply multimodal transport concept</p> <ul style="list-style-type: none"> ◆ Apply multimodal transport concept to help the customers arrange and coordinate cargo transport matters ◆ Complete suitable documents for multimodal operation ◆ Understand the technical terms or basic clauses of a multimodal contract ◆ Apply existing multimodal methods in the proposals for cargo transport services to the customers ◆ Explain to the customers the differences, advantages and disadvantages of using multimodal method and transport modes
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply multimodal transport concept to communicate with in-service personnel and to help the customers handle the documents and make arrangements for cargo transport matters.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply basic statistics to logistics operation
2. Code	LOCUCN202A
3. Range	This unit of competency is applicable to all kinds of logistics businesses. Practitioners should be capable to apply basic statistics to data description and preliminary data analysis so as to apply the results to logistics operations, analysis or decision making.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of statistics</p> <ul style="list-style-type: none"> ◆ Understand how to collect, record, store, calculate, release and display data ◆ Understand how to apply basic statistics to describe data, such as the use of average, standard deviation, etc. and their method of calculation ◆ Understand how to present data with graphics and charts ◆ Understand how to use calculator, computing table and relevant software ◆ Understand the purpose and importance of data collection <p>6.2 Apply basic statistics</p> <ul style="list-style-type: none"> ◆ Analyze data generated from normal logistics work flow ◆ Collect data needed as instructed by superiors ◆ Use basic statistical methods to analyze and describe data ◆ Use computing table and relevant software to calculate information needed ◆ Use computing table and relevant software to produce diagrams

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none">(i) Capable to apply basic statistics to logistics operation and collect data for analysis; and(ii) Capable to use computing table and basic statistics for data calculation, and to express and handle relevant data in the form of diagrams.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Conduct calculation of logistics related weights and measures, currencies and time zones
2. Code	LOAFCN201A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to follow instructions to conduct conversion for compatible calculation units.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>6.1 Basic compatible unit calculation</p> <p>6.2 Apply mathematic skills for unit conversion</p> </div> <div style="width: 65%;"> <ul style="list-style-type: none"> ◆ Master basic mathematic skills ◆ Master the use of basic calculation devices <ul style="list-style-type: none"> • Calculator and computer • Different kinds of conversion tables ◆ Know the names of different weights and measures ◆ Know the names of different currencies and their abbreviations ◆ Know different foreign exchange rates ◆ Understand the expression of international time ◆ Know the quantitative requirements for decimals and round-off figures ◆ Understand the conversion requirements or formula for volume weight and actual weight in terms of gross weight ◆ Conduct weight or volume unit conversion ◆ Conduct monetary unit conversion for different currencies ◆ Conduct time conversion for international time zones </div> </div>

	<ul style="list-style-type: none"> ◆ Conduct volume weight and actual weight conversion and use it as the base of freight rate calculation ◆ Apply the aforesaid knowledge and conversion units for filling related information in the logistics and trading documents
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to calculate the voyage time, arrival time, origin and destination time, and international time; (ii) Capable to conduct currency calculation and convert into different currency units; and (iii) Capable to conduct weight and volume calculation and convert into different weight and volume units.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply all kinds of freight information	
2. Code	LOCUOM201A	
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to collect freight related information, compile it initially, and summarize, under supervision, into highlights for management's reference or use.	
4. Level	2	
5. Credit	6 (for reference only)	
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of freight information</div> <div> <ul style="list-style-type: none"> ◆ Understand the source of freight information, such as statistics, market information, academic analysis, etc. ◆ Understand the channel of obtaining freight information, such as, government statistics, academic researches conducted by institutions, forecasts done by large organizations, newspapers, etc. ◆ Understand types of freight information ◆ Understand the collection methods of freight information, such as periodical subscription, categorized newspaper cutting ◆ Master basic statistics for data collection </div> </div> <div> <div>6.2 Apply all kinds of freight information</div> <div> <ul style="list-style-type: none"> ◆ Arrange for obtaining freight information regularly ◆ Browse freight information, master its nature and content involved, and save/file by category </div> </div>	

	<ul style="list-style-type: none"> ◆ Put in special category information that has direct relationship with or impact on the company's operation ◆ Obtain data regularly for statistical use ◆ Summarize the freight information, under supervision, into highlights for use by the management of different departments
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to collect freight information, and point out the importance of its types and sources to the company; and (ii) Capable to make initial compilation of freight data and information effectively.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Prepare checklists for operational processes
2. Code	LOCUOM202A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to prepare checklists for major daily logistics and transport activities and procedures to facilitate supervision and recording of the activities.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of preparing checklists</p> <ul style="list-style-type: none"> ◆ Understand the use and functions of checklist ◆ Understand the routine workflow and working procedures of logistics activities ◆ Master the application of software and hardware for preparing checklists ◆ Master the working procedures of basic computer operation <p>6.2 Prepare checklists for operational procedures</p> <ul style="list-style-type: none"> ◆ Master the routine workflow and working procedures of logistics activities to be checked ◆ Suggest on objective and feasible measuring methods and recording procedures ◆ List out special procedures or items to be checked ◆ Compile suitable checklists that are easy to read and do not disturb the recording procedure ◆ Master the electronic checklist and computer input

	<p>◆ Consider the actual situation and the needs of internal exchange and circulation of the checklist, and write down on the checklist all items that need to be recorded, such as items checked, particulars of the personnel filling out the checklist, time, place, circulation procedures, multi-copy design, etc.</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to suggest on objective and feasible methods to measure or record logistics procedures; and</p> <p>(ii) Capable to compile checklists for respective logistics and transport activities to facilitate the recording of the activities.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Obtain licence for freight operation and make relevant administrative arrangements
2. Code	LOCUOM203A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to apply for a licence necessary for freight operation and make relevant arrangements for the company.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge about freight operation licensing</p> <ul style="list-style-type: none"> ◆ Understand government requirements for establishing and operating a logistics company, such as registration of licences, vehicles and ships ◆ Know about the government departments related to logistics operation, such as Marine Department and Civil Aviation Department ◆ Understand basic legislations and business requirements of Mainland China and regions involved ◆ Understand the process, guideline, requirements, charges and source of information for licence application ◆ Understand the necessity and importance of operation licence ◆ Understand the application procedures for operation licence <p>6.2 Obtain licence for freight operation</p> <ul style="list-style-type: none"> ◆ Handle issues related to local and overseas licences and permits according to operational needs and requirements of the company:

	<ul style="list-style-type: none"> • apply to organizations or departments concerned in writing • Complete application form obtained from organizations or departments concerned ◆ Prepare necessary information, documents or files for submission to organizations or departments concerned ◆ Inform organizations or departments concerned of any change in operational requirements according to instructions ◆ Renew the licence or permit before it expires ◆ Obtain regularly information relevant to freight operation licensing and update information
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the arrangements for all kinds of licences or permits necessary for the operation of the company; and</p> <p>(ii) Capable to obtain information relevant to freight operation licensing and update information; and renew the licences or permits before they expire.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Maintain, process and use customer information
2. Code	LOCUSM201A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to maintain, process and use customer information properly.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Maintain, process and use customer information</p> <ul style="list-style-type: none"> ◆ Know about information that the freight company comes into contact during operation, including customer contacts, their special needs, organizational structure, freight records, contract terms, freight rates concerned and customs information, etc. ◆ Know about the relationship between shipper, carrier, consignor, consignee customs broker with respect to freight contract ◆ Understand the roles of the following companies during the delivery: manufacturer, trading company, agent, freight forwarder, transporting company, customs house, wholesaler, retailer, bank, headquarters, branch, etc. ◆ Know about solutions for recording, maintaining, processing, accessing and destroying information ◆ Know the use of software to help processing customer information

	<p>6.2 Perform container stowage operation</p> <ul style="list-style-type: none"> ◆ Understand the impact of leakage and improper use of customer information on the company ◆ Record, maintain, process and amend all relevant customer information timely and properly ◆ Master the reasonableness and legality of the use of relevant information ◆ Classify information and data effectively according to specified requirements ◆ Implement specified procedures to protect all information ◆ Use software to process massive customer data effectively
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to maintain, process and use customer information safely and properly according to company's regulations and legal requirements; and</p> <p>(ii) Master the reasonableness and legality of the use of relevant information under different circumstances with respect to relevant regulations and legal requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use communication skills to make discussions related to logistics issues
2. Code	LOCUSM203A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use effective communication skills to carry out external discussions and make appropriate responses.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Effective communication skills</p> <ul style="list-style-type: none"> ◆ Understand the differences between internal and external communication ◆ Understand targets of external communication, including background, structure, main business, operation and performance of as well as business contacts with the target company ◆ Master personal information and characteristics of the person to be communicated with externally, including his position, main duties, working experience, attitude in dealing things, interpersonal network, etc. ◆ Know about effective communication skills on speaking, listening, giving response and making summaries, as well as interpersonal skills, etc. ◆ Understand different communication media/tools, their functions, characteristics and limitations <ul style="list-style-type: none"> • Use of fax

		<ul style="list-style-type: none"> • Use of email • Use of telephone as a means of communication • conduct meeting • Conduct video-conference <ul style="list-style-type: none"> ◆ Understand common terminology used in the logistics industry, their abbreviations and other technical terms ◆ Understand the work scope of the logistics industry, the work flow and functions of each department and associated companies
6.2	Apply effective communication skills to exchange ideas and foster discussion	<ul style="list-style-type: none"> ◆ Capable to effectively compile information for communication together with related documents including texts, data and images, before communication is done ◆ Take into consideration the situation, the discussion topics and background of the attendees and select the most appropriate media and language tools as the means for communication, and be capable to apply effective communication skills to exchange ideas and foster discussion so as to achieve the purpose of idea exchange and information delivery ◆ Respond appropriately and make changes accordingly when it is found that the message for communication fail to be conveyed effectively

7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply effective communication skills as well as common terms and technical terms used in the industry to carry out external communication so as to convey messages clearly and effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use communication skills to communicate internally		
2. Code	LOCUSM204A		
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use effective communication skills to make internal discussions and make appropriate responses.		
4. Level	2		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic communication skills</div> <div> <ul style="list-style-type: none"> ◆ Know about effective communication skills on speaking, listening, giving response and making summaries, as well as interpersonal skills, etc. ◆ Understand different communication media/tools, their functions, characteristics and limitations <ul style="list-style-type: none"> • Use of fax • Use of email • Use of telephone as a means of communication • conduct meeting • Conduct video-conference ◆ Understand common terminology used in the logistics industry, their abbreviations and other technical terms ◆ Understand the work scope of the logistics industry, the work flow and functions of each department and associated companies </div> </div>		

	<p data-bbox="386 680 715 815">6.2 Application of communication skills</p> <ul style="list-style-type: none"> <li data-bbox="785 241 1401 434">◆ Capable to understand meeting procedures, process and techniques involved, and also the objectives and functions of meetings <li data-bbox="785 456 1439 645">◆ Understand the corporate culture, relationship among departments, modes of communication and interpersonal relationship <li data-bbox="785 680 1471 922">◆ Capable to effectively compile information for communication together with related documents including texts, data and images, before communication is done <li data-bbox="785 949 1465 1406">◆ Take into consideration the situation, the discussion topics and background of the attendees and select the most appropriate media and language tools as the means for communication, and be capable to apply effective communication skills to exchange ideas and foster discussion so as to achieve the purpose of idea exchange and information delivery <li data-bbox="785 1429 1465 1617">◆ Capable to make flexible use of writing techniques via memo, email and report to communicate with staff from different departments of the company <li data-bbox="785 1639 1455 1881">◆ Capable to make flexible use of meeting management techniques to participate in or conduct internal meetings, and communicate with staff from different departments of the company <li data-bbox="785 1904 1465 2092">◆ Respond appropriately and make changes accordingly when it is found that the message for communication fail to be conveyed effectively
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7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply effective communication skills to make internal communication so as to convey messages clearly and effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Receive customers
2. Code	LOCUSM209A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to understand the customer needs and apply communication skills to receive customers under supervision according to procedures and standards set by the company.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of customer service</p> <ul style="list-style-type: none"> ◆ Understand the operation of the logistics industry ◆ Have understanding of the company's business operation, including its business scope, its operation, work flow, pricing and work allocation among departments, etc. ◆ Understand the market situation of the logistics industry and its future development ◆ Understand customers' business scope and nature, their service requirements and their relationship with the company, etc. ◆ Know about competitors in the market, including services provided, their pricing and new moves, etc. ◆ Understand the techniques of customer service, including: telephone manners, language skills, communication skills, body language, matching of clothes, and interpersonal relationship, etc.

	<p>6.2 Receive customer</p> <ul style="list-style-type: none"> ◆ Understand the concept of customer satisfaction and its surveying method ◆ Greet customers and introduce oneself according to the procedures set by the company ◆ Ensure that the personal appearance suits different occasions ◆ Apply good customer communication skills to understand customer needs and offer advice whenever it is possible; timely report to the superiors for help when encountering difficulty in the course of communication ◆ Serve customers with proper customer service attitude, and impress them with friendly services including being polite, attentive, respectful, and enthusiastic ◆ Keep the corporate image ◆ Maintain relationship with customers, and collect and file their contact information properly according to the procedures set by the company
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand customers' preference and demand for logistics services so as to facilitate transactions; and</p> <p>(ii) Capable to apply good communication skills to serve customers according to the procedures and requirements set by the company while keeping the corporate image.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Present and explain to customers the logistics services offered	
2. Code	LOCUSM210A	
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to understand the current market situation of the logistics industry and its future development, and take into consideration the company's marketing strategy to present and explain to customers the services offered to them.	
4. Level	2	
5. Credit	6 (for reference only)	
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Presentation skills and techniques</p> <ul style="list-style-type: none"> ◆ Understand the market situation of the logistics industry and its future development ◆ Have understanding of the company's business operation, including its business scope, its operation, work flow, pricing and work allocation among departments, etc. ◆ Understand customers' business scope and nature, their service requirements and their relationship with the company, etc. ◆ Know about the competitors in the market ◆ Master presentation techniques, such as selection of useful information, language, font size, time management, sound level and body language, etc. ◆ Understand the techniques of receiving customers, including: speaking skills, communication skills, language skills and use of body language, and interpersonal skills, etc. 	

	<p>6.2 Present and explain to customers the logistics services offered</p> <ul style="list-style-type: none"> ◆ Master equipment that may be used in the presentation to suit the environment and customers ◆ Understand the means and focus of promotion, and be capable to handle customers' general enquiries ◆ Based on the pre-set marketing program, use effective communication and presentation techniques to present and explain to customers clearly the message and key points of the promotion ◆ Master the flow of the presentation, the organization of information, its structure and format, etc. ◆ Based on different situations and customers' responses, select or trim suitable information for presentation ◆ Use suitable equipment to assist in the presentation ◆ Capable to handle customers' enquiries and queries regarding the presentation ◆ Contact different departments to handle customers' questions or hand the cases over to related department to follow up
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to explain to customers in detail the company's services so as to achieve the purpose of promotion; (ii) Capable to master the contents, format, emphasis and method for presentation; and (iii) Use equipment effectively so that customers can easily grasp the information and key points of the presentation
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Update customers with latest company news
2. Code	LOCUSM211A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to respond to customers' needs by using effective communication channels to update customers with latest company news so as to maintain good relationship with customers with a view to developing business opportunities.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of communication</p> <ul style="list-style-type: none"> ◆ Know about the operation of the logistics industry ◆ Understand the company's structure, functions of different departments, work flow and modes of cooperation among departments ◆ Capable to master common terms used in the logistics industry, the abbreviations, technical terms and legal terminology ◆ Understand the business relationship between the company and each of its customers, their characteristics and their needs for logistics services ◆ Master current market situation of the logistics industry, its future development and the latest development of the company ◆ Understand the steps for developing effective communication ◆ Know about various communication channels and how to use them effectively

	<ul style="list-style-type: none"> ◆ Understand the importance of organizing information ◆ Understand the laws guiding the release of promotional information and keeping of customer information
6.2	<p>Inform customers of the latest news</p> <ul style="list-style-type: none"> ◆ Decide on the message and objective for communication ◆ Master the needs of existing and prospective customers, and send out information to identify target customer groups ◆ Select suitable and effective communication channels ◆ Organize information ◆ Use customer information legally and send out the company's latest information to target customer groups at the right time through suitable channels ◆ Contact relevant customers according to the situation to ensure that the information can effectively reach the customers and find out if they understand the information ◆ Assess the effects of communication and recommend revision under guidance
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency is:</p> <p>(i) Capable to follow supervisor's instructions to send out updated information of the company to customers through effective communication channels according to the information for release and customers' needs so as to maintain good relationship with them with a view to developing business opportunities.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle customer relations and requests
2. Code	LOCUSM212A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to follow the company's business policy to handle customer relations and requests so as to enhance their loyalty.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of handling customer relations and requests</p> <ul style="list-style-type: none"> ◆ Know about the operation of the logistics industry ◆ Understand the elements of customer service and their relative importance ◆ Understand the company's structure, functions of different departments, work flow and modes of cooperation among departments ◆ Capable to master common terms used in the logistics industry, the abbreviations, technical terms and legal terminology ◆ Understand the business relationship between the company and its customers, as well as their features and needs for logistics services ◆ Master current market situation of the logistics industry, its future development and the latest company news ◆ Understand the steps for developing effective communication ◆ Know about various communication channels and the way to effectively use them

	<ul style="list-style-type: none"> ◆ Understand the importance of enhancing customer loyalty
6.2	<p>Handle customer relations and requests</p> <ul style="list-style-type: none"> ◆ Analyze the needs of existing and prospective customers for logistics services ◆ Select suitable and effective communication channels ◆ Master regular communication channels with customers ◆ Conduct survey on customers' satisfaction levels on the company's services ◆ Conduct regular meetings to review services offered to important individual customers ◆ Design souvenirs for customers ◆ Participate in customers' social activities ◆ Take good care of customers' requests and respond with follow-up actions at the designated time ◆ Understand customers' requests and inform them of the follow-up actions and outcome
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to communicate well with customers so as to foster mutual understanding between customers and the company; and</p> <p>(ii) Capable to understand and respond to customers' requests and inform them of the results after taking follow-up actions.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle cargo tracking for customers
2. Code	LOCUSM213A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use basic information system or other channels to obtain data so as to confirm the locations and conditions of goods in the work flow and inform customers via different channels.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of cargo tracking</p> <ul style="list-style-type: none"> ◆ Understand the concept of cargo tracking, the technology and equipment used, and the work flow ◆ Understand the importance of cargo tracking services to both the company and customers ◆ Understand the technical requirements of information system used for cargo tracking ◆ Understand the work flow and working procedures in the transport and logistics industry ◆ Know about the documentation related to transportation of goods, such as bill of lading, air freight list, etc. ◆ Know about the technology relevant to goods identification and global positioning system, etc. ◆ Know about the compatibility and requirements for hardware and software for cargo tracking

	<ul style="list-style-type: none"> ◆ Know about the modes of information exchange regarding cargo tracking and their pros and cons ◆ Master the basic knowledge of computer application
6.2	<p>Handle cargo tracking</p> <ul style="list-style-type: none"> ◆ Capable to obtain information that can identify goods being tracked and handle tracking of relevant goods ◆ Capable to input data of relevant goods for tracking purpose ◆ Use computer software or operation system or other communication channels to track the locations and condition of goods ◆ Capable to give accurate answer to customers or relay the messages to them ◆ Capable to timely report to superiors and seek advice from them and then answer customers as instructed if the operating system or other communication channels fail to track the locations of the goods
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the guidelines or supervision of the company, capable to effectively use different methods and tools to track the locations and conditions of goods and inform customers of the situation; and</p> <p>(ii) Capable to timely report to superiors any difficulties or errors concerning cargo tracking and seek advice from them.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Use simple Putonghua for business communication with customers	
2. Code	LOCUSM214A	
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use basic Putonghua terms for business communication with customers.	
4. Level	2	
5. Credit	6 (for reference only)	
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div> 6.1 Basic Putonghua terms for logistics industry and general sales terms </div> <div> <ul style="list-style-type: none"> ◆ Understand the basic operation of the logistics industry ◆ Understand the basic business operation of the company ◆ Know about Putonghua terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the logistics industry ◆ Know about general sales terms ◆ Know about general communication skills and skills for customer service </div> </div> <div> <div> 6.2 Use simple Putonghua for business communication with customers </div> <div> <ul style="list-style-type: none"> ◆ Use simple Putonghua to clearly introduce company information to customers such as range of service, charge, discounts and other value-added services, etc. </div> </div>	

	<p>◆ When there is any communication problem or complaint during the process of handling business with customers, respond to customers' requests on a case by case basis, and report to senior levels and seek help at the right time</p>
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to understand basic Putonghua terms used in the logistics industry, and be capable to use simple Putonghua for business communication with customers. In case there is any communication problem, report to senior levels and find out the best way to handle it.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use simple English for business communication with customers		
2. Code	LOCUSM215A		
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use basic English terms for business communication with customers.		
4. Level	2		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic oral English terms for logistics industry and general sales terms</div> <div> <ul style="list-style-type: none"> ◆ Understand the basic operation of the logistics industry ◆ Understand the basic business operation of the company ◆ Know about English terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the logistics industry ◆ Know about general sales terms ◆ Know about general communication skills and skills for receiving customers </div> </div> <div> <div>6.2 Use simple oral English for business communication with customers</div> <div> <ul style="list-style-type: none"> ◆ Use simple English to clearly introduce company information to customers such as range of service, charge, discounts and other value-added services, etc. ◆ When there is any communication problem or complaint during the process of handling business with customers, respond to customers' requests on a case by case basis, and report to senior levels and seek help at the right time </div> </div>		

7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to understand basic oral English terms used in the logistics industry and also the general sales terms, and be capable to use simple English for business communication with customers. In case there is any communication problem, report to senior levels and find out the best way to handle it.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Calculate air freight rates
2. Code	LOAFSM203A
3. Range	This unit of competency is applicable to airlines, freight forwarders and logistics companies. Practitioners should be capable to calculate the air freight rates based on the freight charges announced by the industry before informing customers of relevant rates.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air freight rates and their calculation</p> <ul style="list-style-type: none"> ◆ Master requirements of air freight regulators, price categories, areas of application and terms for special handling ◆ Understand classification of goods and different kinds of freight rates <ul style="list-style-type: none"> • Specific commodity rate • Class rate • General cargo rate • Minimum rate ◆ Master the use of basic calculation devices <ul style="list-style-type: none"> • Calculator and computer • Different kinds of conversion tables ◆ Understand customers' requirements in detail on the volume, weight, quantity, type and value of the goods, and special arrangement for them ◆ Know the names of different weights and measures and their abbreviations ◆ Know the names of different currencies and their abbreviations ◆ Know different foreign exchange rates

	<ul style="list-style-type: none"> ◆ Know the quantitative rules and requirements regarding decimals and round-off figures ◆ Master the application units, conversion requirements or methods for volume weight and actual weight in terms of gross weight
6.2 Calculate freight rates	<ul style="list-style-type: none"> ◆ Apply the terms and requirements of the air freight regulators when calculating freight rates for customers ◆ Conduct weight or volume unit conversion ◆ Conduct monetary unit conversion for different currencies ◆ Conduct volume weight and actual weight conversion and use it as the base of freight rate calculation ◆ Explain to customers the calculation of freight rates
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to base on the regulations imposed by air freight regulators to calculate clearly freight rates for different scenarios and explain the rationale for the calculations.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle temporary imports
2. Code	LOCUCT201A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to handle customers' requirements for temporary imports.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Concept and knowledge of temporary imports</p> <ul style="list-style-type: none"> ◆ Understand the concept and functions of temporary imports ◆ Understand the definition, different requirements, guarantee, inspection and duration of temporary imports in different countries or regions ◆ Understand declaration documents required by different countries or regions for temporary imports ◆ Understand the declaration procedures for temporary imports ◆ Know about organizations in different countries or regions for handling temporary imports, and their authority and responsibilities ◆ Know about the customs supervised warehouses of different countries or regions, their locations and warehousing procedures

	<p>6.2 Handle temporary imports</p> <ul style="list-style-type: none"> ◆ Ascertain that the shipment is classified as temporary imports ◆ Remind the consignor to apply in the country or region concerned for documents required for the declaration of temporary imports ◆ Check whether the shipper has prepared all documents required for the declaration of temporary imports ◆ Handle or coordinate the declaration of temporary imports ◆ Coordinate and arrange for the transportation of goods to warehouses suitable for storage of temporary imports ◆ Remind the consignor to apply for documents for the export declaration of temporary imports
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle import and export declaration for temporary imports according to customs and industrial procedures and guidelines.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use general loading and lifting equipment in the logistics industry
2. Code	LOCUCT202A
3. Range	This unit of competency is applicable to all kinds of logistics companies possessing or using loading and lifting appliances. Practitioners should be capable to use general loading and lifting equipment to handle goods in logistics areas or workplaces where loading and lifting work is involved.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of general loading and lifting equipment</p> <ul style="list-style-type: none"> ◆ Know about the types, use, functions, operation and basic repair and maintenance of general loading and lifting equipment, and noting points when using them <ul style="list-style-type: none"> • Lifting machines include: crane, gin block, winch, rolling wheel, lift purchase and gin wheel • Lifting devices include: hook, chain, rope and overhead conveyors ◆ Know about the safety practices and legal requirements for goods handling <ul style="list-style-type: none"> • Understand the danger of the loading and lifting machinery and equipment • Understand the safety inspection requirements for handling goods • Know about the safe operation of lifting equipment and sling, and the requirements for pre-use inspection • Understand the code of safety for using lifting machinery and the requirements for pre-use inspection

	<ul style="list-style-type: none"> • Understand the operation of the truck lifting platform
6.2	<p>Use general loading and lifting equipment</p> <ul style="list-style-type: none"> ◆ Inspect the safety of the working environment, and clear all obstacles and potential dangers to goods handling work before starting the lifting and loading procedures ◆ Use general loading and lifting equipment correctly under clear instruction <ul style="list-style-type: none"> • Use chains and ropes to tie the goods • Use lifting devices such as ropes, hook, chain, rope and overhead conveyors • Use different lifting machines (such as hydraulic or electric ones) to handle heavy goods ◆ Use general loading methods correctly <ul style="list-style-type: none"> • Carry out basic manual handling operation correctly • Simple ways of using ropes, such as tying knots and rings
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to use general loading and lifting appliances correctly for handling goods.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Prepare operational records and data
2. Code	LOCUCT203A
3. Range	This unit of competency is applicable to sea freight, air freight and express companies. Practitioners should be capable to record relevant logistics operation and data.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of operational records and data</p> <ul style="list-style-type: none"> ◆ Understand the workflow and working procedures of relevant operation, and its upstream and downstream activities ◆ Understand the authority and responsibilities of the operators involved ◆ Understand the trade jargons, technical terms as well as the Chinese and English abbreviations used in the operation ◆ Understand the procedures of recording data and the forms of presentation ◆ Understand the use of data <p>6.2 Prepare operational records and data</p> <ul style="list-style-type: none"> ◆ Find out the main points of recording the operational procedures or data, such as recording the date, time, personnel, in figures or by text, etc. ◆ Select suitable recording methods and instruments ◆ Master the recording procedures ◆ Prepare forms of record for easy reading ◆ Record data and text for preliminary analysis

	<p>◆ Consolidate the data for submission of the operational record for superior's consideration</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to record and consolidate relevant data according to the nature, activities and regularity of the working procedures; and</p> <p>(ii) Capable to submit the operational record for superior's consideration.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Receive & deliver general air cargo
2. Code	LOAFCT201A
3. Range	This unit of competency is applicable to all logistics companies. Frontline staff should verify the information, quantity, document and carriage requirements on cargo for air cargo delivery activities their companies involved to confirm that all these are consistent with information submitted previously. Practitioners should be capable to complete procedures of receiving and delivering air cargo.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of receiving air cargo ♦ Understand specific knowledge of air cargo, including:</p> <ul style="list-style-type: none"> • Air cargo handling procedure • General package names and materials • Understand signs and labels • Name and code of airport and country of designation • Distinguish general cargo, special cargo and dangerous cargo <p>♦ Understand necessary import/export documents and records</p> <p>6.2 Documents for receiving air cargo ♦ Check cargo space or freight service booking record</p> <p>♦ Complete cargo checklist</p> <p>♦ Visually inspect whether the appearance of cargo is consistent with document information</p>

	<ul style="list-style-type: none"> ◆ Collect and put on record the import/export documents provided by the customer ◆ Verify the identity of consignee ◆ Collect freight charges, storage charges and other related fees from the customer ◆ Follow the procedures to check and receive the cargo and documents, to sign or seal, or to conduct necessary verification procedures ◆ Verify the signs and labels on the cargo, and check the quantity of cargo according to the air waybill; deliver the cargo to the consignee and request the consignee to sign the necessary documents to acknowledge the receipt of cargo ◆ Check whether the information on the document is consistent with the cargo ◆ Communicate with superior and relevant parties if there are any special situations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to complete correct procedures of receiving and delivering air cargo according to company's procedures and requirements; and</p> <p>(ii) Capable to complete the documents according to company's procedures and requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Check aircraft unit load device
2. Code	LOAFCT204A
3. Range	This unit of competency is applicable to airlines and companies using aircraft unit load devices. Practitioners should be capable to check aircraft unit load devices according to company's business policy and operational procedures when using aircraft unit load devices in order to have a safe and smooth air freight operation.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of checking aircraft unit load device</p> <ul style="list-style-type: none"> ◆ Understand the concept and use of aircraft unit load device ◆ Know the shape, size, length, structure, load and codes of different load devices ◆ Take note of the following when handling different unit load devices: place to open, tying method, place to get damaged easily, etc. ◆ Master the procedures and skills of checking aircraft unit load device ◆ Master the use of tools to check aircraft unit load device ◆ Understand workshop safety measures <p>6.2 Check aircraft unit load device</p> <ul style="list-style-type: none"> ◆ Ensure that suitable tools and methods are used for moving aircraft unit load device ◆ Check carefully the interior and exterior of aircraft unit load device

	<ul style="list-style-type: none"> ◆ Clear all projections inside and outside the unit load device (such as nail, rope and buckle, etc.) ◆ Check carefully the loading capacity of unit load device ◆ Ensure that the aircraft unit load device is usable ◆ Provide suitable and sufficient tools for checking ◆ Take record of load devices that are unsafe or need repair ◆ Process documents as required for load device check ◆ Arrange for load device repair
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to perform load device check effectively and safely.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Arrange for air cargo storage
2. Code	LOAFCT211A
3. Range	This unit of competency is applicable to air cargo terminals, airlines, and freight forwarders. Practitioners should be capable to arrange for the storage of individual air cargo in suitable environment so as to minimize loss.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air cargo storage</p> <ul style="list-style-type: none"> ◆ Understand the types and characteristics of air cargo ◆ Understand the classification of air cargo and relevant storage requirements, such as dangerous goods, dutiable goods, etc. ◆ Understand packaging, labelling and markings requirements for cargo under different classes ◆ Understand customs clearance procedures ◆ Know the restrictions on air cargo storage, such as time limit, aviation industry's freight operation standard, etc. ◆ Understand procedures of cargo loading/unloading and handling, such as equipment required and their limitations <p>6.2 Arrange for air cargo storage</p> <ul style="list-style-type: none"> ◆ Check whether cargoes on the cargo list need storage ◆ Check whether cargo to be stored have special needs, such as ventilation storage, frozen goods storage, dangerous goods storage, valuable goods storage, etc.

	<ul style="list-style-type: none"> ◆ Reserve storage space for the air cargo ◆ Check whether the package, labels or signs of cargo are correct ◆ Prepare and complete documents required for air cargo storage ◆ Input information of cargo document in the warehousing management system ◆ take record of air cargo information and the storing place
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the storage requirement of individual air cargo; and</p> <p>(ii) Capable to arrange for the delivery of air cargo to designated storing place and handle relevant documentation.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Check the package, quantity and appearance of air cargo
2. Code	LOAFCT213A
3. Range	This unit of competency is applicable to freight forwarders, logistics companies, air cargo terminals and airlines. Practitioners should be capable to visually check the package and appearance of air cargo and count the quantity of cargo under supervision when the shipper or consignee or its agent receive or deliver them.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air cargo</p> <ul style="list-style-type: none"> ◆ Know the package requirements on general air cargo ◆ Understand codes and abbreviations used by the air freight industry ◆ Have general knowledge of air cargo types ◆ Understand the content of shipper's letter of instruction, air waybill or relevant documents ◆ Understand the regulator's coding system for classification of goods ◆ Understand the regulator's requirements on cargo label and sign ◆ Understand company's procedures of cargo delivery and items for checking

	<p>6.2 Visually check the package and appearance of air cargo</p> <ul style="list-style-type: none"> ◆ Check whether the information on shipper's letter of instructions is consistent with the package and appearance of the cargo, such as the labels and signs of the cargo, address of consignor and consignee, air freight labels, quantity, etc. ◆ Check whether the quantity is consistent with the cargo list ◆ Visually check whether the package has any irregularities like damage, damp, leakage, etc. ◆ Visually check whether the appearance is different significantly with document descriptions regarding the cargo size and type ◆ Visually check whether the package is intact or has been tampered ◆ Count the quantity of cargo ◆ Record the checking results on the checklist or documents as required ◆ Report to superior if any irregularities are found
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check the package, quantity and appearance of air cargo under supervision according to company's procedures and requirements; and</p> <p>(ii) Capable to check and point out under supervision whether the package has been tampered or has any irregularities and report to superior according to regulator's requirements on security control.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Measure the weight and dimensions of air cargo
2. Code	LOAFCT214A
3. Range	This unit of competency is applicable to freight forwarders, logistics companies, ramp services, air cargo terminals and airlines. Practitioners should be capable to check and measure the weight and dimensions of air cargoes under supervision when the shipper or consignee or its agent receive or deliver the cargoes.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air cargo</p> <ul style="list-style-type: none"> ◆ Know the package requirements on general air cargo ◆ Understand codes and abbreviations used by the air freight industry ◆ Have general knowledge of air cargo types ◆ Understand the content of shipper's letter of instructions or relevant documents ◆ Understand company's procedures of delivery and the content of checking ◆ Know how to use tools for measuring cargo weight and volume ◆ Know the units used for measuring cargo weight and volume, and conversion of different units ◆ Know how to record or input in the computer the weight and volume of cargo ◆ Understand the safety guidelines of cargo terminals or on heavy machine operation

	<p>6.2 Measure the weight and dimensions of air cargo</p> <ul style="list-style-type: none"> ◆ Confirm that the cargo to be checked is consistent with the document descriptions ◆ Make use of equipment or tools to correctly measure the weight and volume of cargo ◆ Record the cargo weight and volume on the document and input in the computer ◆ Report to superior if there are any inconsistencies
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to measure and record correctly under supervision the weight and volume of cargo being shipped according to company's procedures and requirements; and</p> <p>(ii) Capable to report to superior if there are any inconsistencies between the measurement results and the document descriptions.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement break bulk procedures for air cargo
2. Code	LOAFCT215A
3. Range	This unit of competency is applicable to freight operators, air cargo terminals, ramp service, and logistics companies. Practitioners should be capable to implement break bulk procedures for air cargo under supervision during import and re-export processes.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of break bulk of air cargo</p> <ul style="list-style-type: none"> ◆ Understand the air cargo import/re-export procedures ◆ know the storing place of airborne imports/re-exports in cargo area ◆ Understand the classification and characteristics of cargo ◆ Understand the classification and characteristics of aircraft unit load device and pallet ◆ Understand the functions and characteristics of ancillary tools and components of aircraft unit load device and pallet ◆ Understand procedures for buildup and breakdown of unit load and pallet ◆ Understand personal protection facilities and workshop environment ◆ Understand documents for break bulk operations, including consolidation sheet, master/house air waybill and air cargo manifest, etc.

	<p>6.2 Break bulk operation for import air cargo</p> <ul style="list-style-type: none"> ◆ Visually check the load device and pallet type, and whether there are any damages or irregularities ◆ Understand the content of the air waybill and instructions on de-consolidation ◆ Confirm whether the load device and pallet to break down ◆ Use suitable tools correctly and safely ◆ Implement break bulk procedure process according to instructions ◆ Put ancillary tools and components of load device and pallet properly ◆ Put the cargo at designated place for further action ◆ Confirm the quantity of cargoes being carried ◆ Give the consolidation sheet, air waybill, air cargo manifest and relevant documents to colleagues concerned ◆ Report to superior according to procedures if irregularities are found
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to complete break bulk procedures for air cargo under supervision during import and re-export processes according to company's procedures and requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement cargo loading/unloading procedures
2. Code	LOAFCT216A
3. Range	This unit of competency is applicable to logistics companies related to air freight. Practitioners should be capable to load the cargo from the aircraft unit load device or unload the cargo from the aircraft unit load device under supervision during the transport operation according to instructions.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air cargo loading / unloading</p> <ul style="list-style-type: none"> ◆ Understand the role and responsibilities of the company in cargo handling process ◆ Understand the coordination of means of transport, aircraft type, aircraft unit load device, pallet and air freight loading/unloading equipment. For example, different aircraft unit load device and equipment are used by different types of enterprise with different cargo handling volume ◆ Understand the influence of weather on the work ◆ Understand steps and work flow of handling air freight document ◆ Understand cargo loading/unloading process ◆ Understand working environment and safety measures for cargo handling ◆ Understand requirements for air cargo package

	<p>6.2 Implement air cargo loading / unloading</p> <ul style="list-style-type: none"> ◆ Drive or deploy loading/ unloading equipment and aircraft unit load device to designated loading and unloading bay to standby ◆ Drive or deploy unit load device or cargo need to be carried ◆ Check whether the appearance, quantity, labels and package signs of the air cargo are appropriate ◆ Handle the cargo manually or with loading/unloading equipment ◆ Stack safely the loaded bulk cargoes ◆ Check the cargo with the loading/unloading list and documents and check from its appearance whether it is the cargo to be loaded ◆ Complete necessary forms or checklist to record details of the loading/unloading activities ◆ Deliver the unloaded cargo to temporary storing place, such as entrance of the cargo terminal or apron cargo transshipment area, for temporary storage or break-bulk process ◆ Send relevant flight or cargo documents to personnel concerned ◆ If there are any doubts, inform superior to handle
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to use suitable loading/unloading equipment to complete cargo loading work and record the process according to company's guidelines and superior's supervision; (ii) Capable to complete air cargo loading/unloading work safely and effectively according to the guidelines and supervision; and (iii) Capable to complete cargo loading/unloading from aircraft within designated period of time according to airline's instructions if the work is to be conducted at the apron so as to reduce the parking and delaying time of aircraft at the apron.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement air cargo consolidation		
2. Code	LOAFCT217A		
3. Range	This unit of competency is applicable to air freight forwarders, logistics companies and air cargo terminals. Practitioners should be capable to consolidate air cargoes into cargo mix that complies with the air freight standard.		
4. Level	2		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Consolidate air cargo</div> <ul style="list-style-type: none"> ◆ Know different kinds of unit load device and pallet ◆ Understand the nature and use of different kinds of materials for consolidation, such as rope, net, strapping, belt, buckle and adhesive, etc. ◆ Understand different types of cargo and their characteristics ◆ Understand tying methods and standards and their limitations ◆ Understand the requirements on pallet consolidation for stacking and shape ◆ Understand the working environment and safety measures for cargo consolidation </div> <div> <div>6.2 Implement air cargo consolidation</div> <ul style="list-style-type: none"> ◆ Select cargoes to be consolidated and move them to the consolidation platform according to instructions ◆ Stack the selected bulk cargoes into required shape according to instructions ◆ Wrap the stacked cargoes with specific materials </div>		

	<ul style="list-style-type: none"> ◆ Tightly tie the stacked cargoes with specific materials ◆ Supervise tally men to use all kinds of consolidation materials to tightly tie the stacked cargoes ◆ Move the consolidated cargoes to designated place ◆ Report to superior upon completion of the procedure
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to implement the consolidation work safely according to company's procedures and requirements; and (ii) Capable to consolidate bulk cargoes into standard cargo mix under supervision.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement procedures of receiving and delivering air cargo
2. Code	LOAFCT218A
3. Range	This unit of competency is applicable to logistics companies related to air freight. Practitioners should be capable to deliver cargo to the consignee of the next process after receiving it from the carrier or its agent; or arrange means of transport to receive the cargo from the shipper or its agent, or from the carrier of the last process, and deliver the cargo to the carrier of the next process.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of receiving and delivering air cargo ♦ Possess special knowledge of air cargo, including:</p> <ul style="list-style-type: none"> • Basic procedures of air cargo handling • General package names and materials • Understand the signs and labels • Name and code of airport and country of designation • Differentiate general goods, special goods and dangerous goods <p>♦ Understand import/export documents required and their record</p> <p>♦ Understand the characteristics of the modes of transport</p> <p>♦ Understand the layout, access, traffic control, loading/unloading area, waiting zone, entrance/exit and traffic lane, height and weight limitation, etc. of the place of delivery</p>

		<ul style="list-style-type: none"> ◆ Understand the traffic management, restrictions on parking and vehicle category, car park arrangements and fees, etc. of the place of delivery ◆ Understand the security arrangements of the place of delivery and relevant supporting documents ◆ Understand the proofs provided by the consignee or shipper for cargo delivery or receipt, and relevant procedures ◆ Understand the working environment and safety measures for cargo delivery and loading
6.2	Implement air cargo receipt and delivery	<ul style="list-style-type: none"> ◆ Receive instructions to implement air cargo receipt and delivery according to superior's instruction, and obtain relevant documents and information on procedures required and time window for delivery ◆ Read the documents and instruction; master the traffic condition, time for loading/unloading and waiting, etc. with reference to the place of delivery or receipt and the cargo volume ◆ Consider whether the delivery or receiving procedure can be completed as scheduled under general circumstances; inform superior in advance if not so ◆ Arrange or drive the vehicle or means of transport to designated place of delivery

	<ul style="list-style-type: none"> ◆ Verify information on the document with that shown on the cargo and check whether the quantity is correct ◆ Visually check the package and appearance of the cargo to see if there are and irregularities ◆ Record the transport details and irregularities ◆ Perform the delivery procedure and exchange documents ◆ Implement procedures of handling special incidents or mistakes according to company's operational guidelines
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to implement cargo delivery and exchange relevant documents under supervision according to company's operational guidelines; and</p> <p>(ii) Capable to point out mistakes before loading/unloading the cargo to the means of transport, refuse to receive or deliver the cargo as instructed by superior, and arrange for remedy or wait for superior's instructions.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange cargo to and from air cargo terminals		
2. Code	LOAFCT219A		
3. Range	This unit of competency is applicable to air freight forwarders or shippers. Practitioners should be capable to arrange cargo to and from air cargo terminals properly.		
4. Level	2		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of the operation of transporting cargo to and from air cargo terminals</div> <div> <ul style="list-style-type: none"> ◆ Know about airfreight's basic work flow and procedures ◆ Know about the general procedures and noting points in the delivery of air cargo ◆ Know about factors affecting the time for transporting cargo to and from air cargo terminals such as customs, different countries or airlines' requirements, security inspection, etc. ◆ Know about factors affecting the method of transporting and handling cargo such as volume, type, etc. ◆ Understand the working environment and safety measures for transporting, loading and unloading cargo </div> </div> <div> <div>6.2 Arrange cargo to and from air cargo terminals</div> <div> <ul style="list-style-type: none"> ◆ Follow the procedure to make an appointment with the airline to obtain an arrival notice to collect cargo ◆ Prepare suitable and sufficient documents </div> </div>		

	<ul style="list-style-type: none"> ◆ Inform the consigner or its agent when and where the cargo will arrive at the terminal for inspection according to cargo's carriage category, such as prepackaged or bulk cargo ◆ Arrange trucks to carry the cargo, or load devices or pallets for prepackaged goods ◆ Deliver cargo to specific area of the air cargo terminal according to different cargo volume and types ◆ Go to relevant airline to go through the formalities for consignment or cargo collection according to procedures and instructions
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to arrange under instruction cargo delivery to cargo terminals or cargo collection from terminals properly according to different freight conditions and company's operational procedures.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Perform repair and maintenance of aircraft unit load device
2. Code	LOAFCT220A
3. Range	This unit of competency is applicable to airlines and companies using aircraft unit load devices. Practitioners should be capable to perform aircraft unit load device repair and maintenance according to company's business policy and operational procedures when using aircraft unit load devices in order to have a smooth air freight operation.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of aircraft unit load device repair and maintenance</p> <ul style="list-style-type: none"> ◆ Understand the concept and use of aircraft unit load device ◆ Know the shape, size, length, structure, loading and short form of different aircraft load devices ◆ Take note of the following when handling different load devices: place to open, tying method, place to get damaged easily, etc. ◆ Master the procedures and skills of checking aircraft unit load device ◆ Master the procedures and techniques of repair and maintenance ◆ Master the procedures and techniques of testing the usability of aircraft unit load device ◆ Understand workshop safety measures

	<p>6.2 Perform repair and maintenance of aircraft unit load device</p> <ul style="list-style-type: none"> ◆ Ensure that suitable tools and methods are used for moving aircraft unit load device ◆ Provide suitable and sufficient tools and materials for repair, and ensure that the unit load device is usable after repair ◆ Record details of devices that are unsafe or need repair ◆ Prepare and process documents related to device repair ◆ Record and write-off unit load device that cannot be fixed ◆ Complete the maintenance record after repair and file at designated place ◆ Send the repaired device to a designated place for storage ◆ Arrange for the disposal of damaged device
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to perform aircraft unit load device repair and maintenance safely.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Sort air cargo		
2. Code	LOAFCT221A		
3. Range	This unit of competency is applicable to airlines, apron service or ramp service companies, air cargo terminals or express companies. Practitioners should be capable to sort different types of cargo and complete the cargo streaming or consignment procedures effectively.		
4. Level	2		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p>		
	6.1 Basic knowledge of the classification of air cargo	<ul style="list-style-type: none"> ◆ Understand the work flow and procedures for import, export or re-export of air cargo ◆ Understand the work flow and procedures for transit air cargo ◆ Know about types of attached air freight documents, their content and functions ◆ Know about cargo identification device and their instruction manuals ◆ Know about venues for handling cargo such as apron and cargo terminals, and the operation and regulations of cargo transportation inside warehouses ◆ Understand terms used in air freight documents, their short form and abbreviation ◆ Understand safety knowledge at location for handling cargo 	
	6.2 Implement classification of air cargo	<ul style="list-style-type: none"> ◆ Contact upstream cargo delivery department or company to understand details about the cargo to be handled such as quantity, condition, type and label, etc. 	

	<ul style="list-style-type: none"> ◆ Understand the classification of the cargo required and its identification method such as barcode, document, destination, cargo type, etc. ◆ Arrange delivery of cargo for identification such as using conveyor belts or moving it manually ◆ Use relevant methods to identify classified goods such as barcode reading, radio frequency, content of documents or appearance ◆ Read the cargo documents and classify the cargo according to company's instructions ◆ Extract the cargo required or deliver it to the required location according to different working procedures and areas, as well as different requirements with respect to transshipment, destination, document, customs declaration, operation, storage, etc. ◆ Read message indicated and signals of the identification devices ◆ Check whether the cargo concerned belong to the category required and whether it is consistent with the document information ◆ Make use of manpower or appropriate tools to move and stack the goods safely ◆ Capable to give timely and accurate report to superior upon discovery of inconsistency between cargo information, document and appearance
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to perform cargo classification correctly for related air freight enterprises.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Understand dangerous goods and their characteristics
2. Code	LOCUSS202A
3. Range	This unit of competency is applicable to all kinds of logistics and transport companies. Practitioners should be capable to understand dangerous goods and their characteristics so as to enhance the safety level of transporting and handling dangerous goods.
4. Level	2
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of dangerous goods</p> <ul style="list-style-type: none"> ◆ Understand the classification of dangerous goods ◆ Understand different chemicals and commodities and their category under the classification of dangerous goods ◆ Understand the coding of different international standards systems, e.g. UN No. ◆ Understand the types of packing and requirements for different dangerous goods using different modes of transport ◆ Understand the EMA No. used in the emergency procedures for vessels carrying dangerous goods ◆ Understand the MFAG No. in the medical first aid guide for use in accidents involving dangerous goods ◆ Understand the handling methods of different dangerous goods in different storage and delivery locations, such as in hold and on deck

	<ul style="list-style-type: none"> ◆ Understand the first aid treatment during accidents involving dangerous goods ◆ Understand the storing methods and requirements for different dangerous goods ◆ Understand the labelling and marking of different dangerous goods
6.2	<p>Apply basic knowledge of dangerous goods and their characteristics</p> <ul style="list-style-type: none"> ◆ Assist in handling dangerous goods, including: <ul style="list-style-type: none"> • Verifying types of dangerous goods • Checking emergency procedures for dangerous goods accidents • Checking first aid measures for dangerous goods accidents ◆ Conduct visual checking on dangerous goods ◆ Check documents of transporting dangerous goods
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to understand dangerous goods and their characteristics.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement security inspection of air cargo with instruments
2. Code	LOAFSS201A
3. Range	This unit of competency is applicable to airlines, air cargo terminals, freight forwarders or security companies providing cargo inspection service. Practitioners should be capable to implement procedures for air freight security according to regulator's requirements.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air freight security inspection</p> <ul style="list-style-type: none"> ◆ Know the freight security operation ◆ Understand the measures and procedures for cargo security control ◆ Understand the system and requirements for cargo security monitoring ◆ Understand the use and characteristics of cargo inspection instruments ◆ Understand messages and indications shown on the cargo inspection instruments ◆ Possess occupational safety knowledge in using inspection instruments <p>6.2 Implement security inspection of air cargo with instruments</p> <ul style="list-style-type: none"> ◆ Use suitable instruments to inspect cargo ◆ Read the messages, indications or instructions shown on the instrument to judge whether the cargo is a restricted article, suspicious item, does not comply with regulators' requirements or has been interfered illegally

	<ul style="list-style-type: none"> ◆ Send the inspection report to relevant parties according to instructions and inspection results ◆ Fill in relevant documents or enter data into a computer as inspection record ◆ If any abnormalities are found, implement contingency measures for protection, isolation, etc., or report to superior or regulators
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to use suitable instruments to inspect cargo in a safe and correct way; Capable to read the messages, indications or instructions of the (ii) Use instrument to judge whether the cargo is suspicious; and (iii) Capable to implement contingency measures according to organization's guidelines or superior's instructions if any abnormalities are found.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle procedures and documents for settlement of trading payment
2. Code	LOCUIE201A
3. Range	This unit of competency is applicable to different kinds of logistics companies. Practitioners should be capable to handle procedures and documents effectively for settlement of trading payment to make the freight process smoother.
4. Level	2
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of procedures and documents for settlement of trading payment</p> <ul style="list-style-type: none"> ◆ Understand different modes of settlement of trading payment, such as letter of credit (L/C) and collections, etc. ◆ Understand the importance of transport documents to settlement of trading payment, such as clean bill of lading and packing list, etc. ◆ Understand the types and functions of shipping documents, financial documents, business documents and official documents, and their relationship ◆ Understand the settlement process of trading payment, and the role of its participants ◆ Understand the role of banks in logistics operation, and the operation of a bank as a consignee and its relationship with the buyer ◆ Understand the financial issues that may be caused by delay in the logistics operation

	<p>6.2 Application of the basic knowledge of procedures and documents for payment settlement</p> <ul style="list-style-type: none"> ◆ Obtain and study financial documents, such as L/C copy for reference ◆ Check whether the import, export or re-export permit and other documents meet relevant requirements ◆ Inform the shipper and make remedies according to procedures if the logistics arrangements have changed and do not comply with the L/C ◆ Check the validity of the L/C or other financial documents and provide appropriate freight service ◆ Handle procedures relevant to delivery of goods without the bill of lading, contact with the shipper or his agent, and exceptional arrangement for delivery such as delivery of goods to a different consignee or telex release ◆ Handle procedures for delivery of goods without the presentation of the original bill of lading but with company or bank guarantee ◆ Issue appropriate and sufficient freight documents according to the requirements of the financial documents ◆ Respond to customers' enquiries related to freight service and payment settlement
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to provide freight services to customers according to their financial arrangements or payment settlement methods.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Verify the required proofs and documents according to freight needs	
2. Code	LOCUIE202A	
3. Range	This unit of competency is applicable to freight forwarders and logistics firms relevant to sea freight and air freight services. Practitioners should be capable to verify the required proofs and documents according to freight needs.	
4. Level	2	
5. Credit	9 (for reference only)	
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of verifying documents</div> <div> <ul style="list-style-type: none"> ◆ Understand the required types of documents ◆ Understand the factors affecting the required types of documents, such as the country of destination, places of transshipment and types of cargoes ◆ Understand the provider of documents and the source of the information ◆ Understand the types of documents submitted by shippers ◆ Understand the importance of providing accurate information ◆ Understand the responsibility of the document-issuing officer </div> </div> <div> <div>6.2 Verification of proofs and documents</div> <div> <ul style="list-style-type: none"> ◆ Check whether the proofs and documents are sufficient ◆ Identify the source of the information provided in the proofs and documents, such as shipping orders and purchase orders </div> </div>	

	<ul style="list-style-type: none"> ◆ Verify the consistency or compatibility of the information provided in the proofs and documents ◆ Check whether the identity of the issuers of the proofs and documents is correct ◆ Check whether the proofs and documents are signed, endorsed or confirmed by the shipper ◆ Take note of special terms and instructions, such as the settlement of freight charges ◆ Check whether the required types and quantity of documents are sufficient if a letter of credit is involved ◆ Check whether the information provided in the freight documents meets the requirements of the letter of credit ◆ Check whether the deadline stated in the document would have an impact on financial arrangements
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to verify the required proofs and documents according to freight needs.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle the documents for dangerous goods, prohibited articles and dutiable commodities
2. Code	LOCUIE203A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to understand the processes of handling special imported, exported or re-exported goods (such as dangerous goods, prohibited articles and dutiable commodities), and to handle the goods and relevant documents efficiently.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of handling dangerous goods, prohibited articles and dutiable commodities</p> <ul style="list-style-type: none"> ◆ Understand the aims of controlling the import, export or re-export of goods ◆ Understand the government departments responsible for controlling the import, export or re-export of goods, and relevant legislations ◆ Understand the processes related to the import, export and re-export of dangerous goods, prohibited articles and dutiable commodities ◆ Understand the document flow related to the import, export and re-export of dangerous goods, prohibited articles and dutiable commodities ◆ Understand the types and use of documents related to the import, export and re-export of dangerous goods, prohibited articles and dutiable commodities, and the information to be provided in the documents

		<ul style="list-style-type: none"> ◆ Understand the work procedures of the Customs and Excise Department, air cargo terminals, terminals and bonded warehouses, and their requirements for documents ◆ Understand the possible consequences of negligence, errors or omissions ◆ Understand the rights and obligations of the stakeholders in the process of handling the import, export and re-export of prohibited goods ◆ Understand the classifications, characteristics, names and abbreviations of dangerous goods ◆ Understand the types of prohibited articles ◆ Understand the types of dutiable commodities ◆ Understand the different practices in sea freight, air freight and land transport when handling the documents for the import, export and re-export of controlled goods
6.2	Implement the processes of handling documents for dangerous goods, prohibited articles and dutiable commodities	<ul style="list-style-type: none"> ◆ Demand from shippers the required documents or information on prohibited goods ◆ Apply to relevant departments for permits or proofs and documents according to law or requirements ◆ Check whether the cargoes are consistent with the information provided in the freight documents

	<ul style="list-style-type: none"> ◆ Check whether the information provided in the documents is consistent with the description on the packing and label ◆ Use a checklist for verification ◆ Send the documents to relevant organizations or persons or file the documents according to required procedures ◆ Inform the departments responsible for cargo supervision, transportation and storage or contractors about the processing of dangerous goods, prohibited articles and dutiable commodities according to required procedures ◆ Make a list of the dangerous goods for submission to relevant persons or organizations, such as the flight captain, the ship master, the Customs and Excise Department and the port authority ◆ Obtain permits from regulated organizations according to required procedures, such as dangerous cargo safe stowage certificate ◆ Send the documents to relevant staff of the Customs and Excise Department, air cargo terminals, wharfs, bonded warehouses or the company according to procedures ◆ Understand the remedial actions and consult the appropriate personnel or advise relevant persons to take contingency measures if there are errors and omissions in the documents
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to describe the processes of handling documents for dangerous goods, prohibited articles and dutiable commodities; and (ii) Capable to handle errors and omissions in the processes, and to take remedial actions and advise relevant persons according to procedures.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Arrange for customs declaration
2. Code	LOCUIE204A
3. Range	This unit of competency is applicable to logistics firms, freight forwarders and shipping companies. Practitioners should be capable to understand customs declaration procedures and make relevant arrangements.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of customs declaration procedures</p> <ul style="list-style-type: none"> ◆ Understand the customs declaration procedures for the import and export of general and special goods ◆ Understand the customs declaration procedures for the import and export of goods under bonded system ◆ Understand the eligibility requirements for company staff dealing with declaration work, declaration time and deadline, relevant organizations and location, declaration procedures and required documents ◆ Understand the customs declaration procedures related to over-delivery, mis-delivery, short-delivery ◆ Understand the customs declaration procedures related to transit, transshipment and through transport ◆ Understand the procedures related to customs transfer

	<ul style="list-style-type: none"> ◆ Understand the types of customs declaration documents and relevant arrangements ◆ Understand the use of electronic data interchange or electronic platform for customs declaration ◆ Understand the functions of the customs authority, the reasons and procedures for declaration, fees and late charges ◆ Understand the details for customs declaration, such as the cargo code, main descriptions and quantity <p>6.2 Arrange for customs declaration</p> <ul style="list-style-type: none"> ◆ Ensure that timely declaration of imported and exported goods is made to the local customs authority ◆ Appoint customs broker as required by local customs authority ◆ Prepare sufficient and appropriate proofs and documents for customs declaration ◆ Complete the documents or input the information as required by local customs authority ◆ Submit the application form according to declaration procedures and requirements, and application time, format and means ◆ Make enquiries to relevant organizations, documents verification and follow up the matter
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to complete the customs declaration procedures properly according to requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle customs clearance procedures
2. Code	LOCUIE205A
3. Range	This unit of competency is applicable to logistics firms and freight forwarders. Practitioners should be capable to handle matters related to customs clearance according to the procedures and requirements of relevant government departments.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of customs clearance</p> <ul style="list-style-type: none"> ◆ Understand the purposes of customs clearance and cargo inspection, and the duties of relevant officers ◆ Understand the handling procedures for the transportation of maritime goods ◆ Understand the inspection methods used by the customs authority, such as spot check and appearance examination ◆ Capable to book inspection service for seized maritime goods via the internet ◆ Understand the rights and obligations of the customs authority, shipper or carrier ◆ Know about the inspection locations and procedures of the customs authority ◆ Understand the levy and supervision fee on imported, exported or re-exported goods ◆ Understand the handling of damages arising from cargo inspection ◆ Understand the clearance procedures for special goods, such as temporary imports and exhibits

	<p>6.2 Handle customs clearance procedures</p> <ul style="list-style-type: none"> ◆ Understand the clearance procedures for dutiable items and prohibited articles ◆ Prepare documents required for customs clearance ◆ Make online bookings, changes, cancellations and enquiries ◆ Notify cargo owners and their agents to send staff to supervise cargo inspection ◆ Instruct staff to move, unwrap or repack the cargoes on behalf of the cargo shipper ◆ Monitor the cargo inspection work done by the customs authority ◆ Keep a record in the report in case of damage to cargoes ◆ Obtain a release certificate customer release after customs clearance ◆ Record the matters related to cargo inspection and customs clearance
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to complete the customs clearance work according to government procedures and requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle import/export or re-export documents
2. Code	LOCUIE206A
3. Range	This unit of competency is applicable to freight forwarders and logistics firms engaged in sea freight and air freight. Practitioners should be capable to compile relevant import/export or re-export documents for customers so as to facilitate logistics and trading activities.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of import/export or re-export documents</p> <ul style="list-style-type: none"> ◆ Understand the types and use of trade documents ◆ Understand the processes of cargo transport and trading ◆ Understand the departments or organizations which issue or approve trade documents ◆ Understand the time and fee required for handling import/export or re-export documents ◆ Understand the information and source required for compiling trade documents ◆ Understand the rights and obligations of all stakeholders in the process of cargo transport ◆ Understand the guidelines for filling in or inputting information ◆ Understand the technical terms and abbreviations used in the fields of cargo transport, trading, finance and sea freight

	<p>6.2 Handle import/export or re-export documents</p> <ul style="list-style-type: none"> ◆ Understand the use of appropriate format, wording and units for filling in cargo information ◆ Handle relevant import/export or re-export documents, such as: <ul style="list-style-type: none"> • Demand from shippers or their agents the required documents or information; submit shipment detail to them • List the required types of import/export or re-export documents and the required number of originals and copies according to different situations • Obtain appropriate application forms or declaration forms in the case of applying for license or permit on the behalf of the third party • Fill in or input correct information • Examine the details of received and issued documents • Obtain the signature and confirmation of the consignor according to relevant requirements or procedures
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the required trade documents for freight order; (ii) Capable to complete the process of receiving and issuing import/export or re-export documents properly ; and (iii) Capable to identify the errors and omissions in import/export or re-export documents and make corrections accordingly.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle air freight import/export documents
2. Code	LOAFIE201A
3. Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to examine air freight import/export documents to see if they meet the requirements of the importing/exporting country or related organizations, and to handle correctly relevant documents according to enterprise's procedures and requirements.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>6.1 knowledge of Air freight documents commonly used</p> <p>6.2 Handle relevant documents</p> </div> <div style="width: 65%;"> <ul style="list-style-type: none"> ◆ Possess basic knowledge of air freight operation and its work flow ◆ Know about necessary import/export documents, such as: <ul style="list-style-type: none"> • Packing list • Commercial invoice • Import/export permit • Import/export quota document • Certificate of origin • Certificate of inspection ◆ Verify relevant correctly by noting the following: <ul style="list-style-type: none"> • Mode of transport and destination • Quantity, weight and dimensions • Commodity and product value • Payment terms in the commercial invoice • Validity and quantity stipulated in the import/export permit </div> </div>

	<ul style="list-style-type: none"> ◆ Timely inform the consignor or consignee for any inconsistencies or incomplete information found in the documents ◆ Take record of and put the documents on file under individual account ◆ Give the flight and transportation documents to relevant staff to handle
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle correctly import/export documents according to enterprise's procedures and requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Compile air waybill
2. Code	LOAFIE202A
3. Range	This unit of competency is applicable to air freight operators. Practitioners should be capable to compile air waybills correctly according to enterprise's procedures and requirements for handling air cargo export.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air waybill</p> <ul style="list-style-type: none"> ◆ Check that all information in the air freight document is correct, including: <ul style="list-style-type: none"> • Date of cargo receipt • Shipper and consignor • Cargo quantity, weight and volume • Packaging, carrier or pallet • Final designation airport or location • Payment method, freight rates, safety inspection of cargo, local service charges • Goods descriptions • Flight number and date ◆ Understand the flow of air waybill ◆ Understand special terms and abbreviations used by the regulators in the air waybill and their requirements on air waybill ◆ Know about the classification of air waybill, originals and duplicates as well as the use of different copies, including:

	<ul style="list-style-type: none"> • Functions of different originals and duplicates • Circulate different originals and duplicates to relevant people and departments
6.2	<p>Compile air waybill</p> <ul style="list-style-type: none"> ◆ Fill in or input necessary information in the air waybill ◆ Verify the information filled in or input ◆ Print out the air waybill as required ◆ Use the information system to save all master or house air waybills and convert them into terms of evidence for checking, forecast and filing ◆ Put the air waybill on file together with the duplicates of documents, consignment descriptions, consignment record, duplicate of delivery list and document checklist
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to complete the procedure of compiling air waybill correctly according to enterprise's procedures and requirements;</p> <p>(ii) Capable to put the air waybill on file together with other necessary documents correctly according to enterprise's procedures and requirements; and</p> <p>(iii) Capable to fill in, print out, keep record of and circulate the air waybill electronically according to company's procedures and requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement e-logistics website maintenance
2. Code	LOCUEL201A
3. Range	This unit of competency is applicable to logistics companies using e-logistics website. Practitioners should be capable to master the functions of e-logistics website and provide website maintenance service.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge and common technology relevant to e-logistics operation</p> <ul style="list-style-type: none"> ◆ Understand the logistics procedures of the company ◆ Understand the role and trend of e-logistics ◆ Understand the operation procedures of the relevant e-logistics website <ul style="list-style-type: none"> • Functions and workflow of e-logistics operation • Security procedures and requirements for e-logistics operation • The legal responsibilities and risks of e-logistics operation ◆ Understand the requirements for assessing cost effectiveness of the website ◆ Understand the functions of the websites in the aspects of operation, customer services and information management ◆ Understand website users' needs

	<p>6.2 Implement maintenance for logistics website operation</p> <ul style="list-style-type: none"> ◆ Obtain opinions from website users, customers and business partners to understand their needs ◆ Implement maintenance for logistics website operation ◆ Update the website according to the operational requirement of the company <ul style="list-style-type: none"> • Conduct user satisfaction survey • Test the stability and security level of the website ◆ Conduct trial test for the website
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to implement maintenance for logistics website operation and update the company's website according to the actual situation of the company and relevant business partners' special requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle electronic documents commonly used in the logistics industry
2. Code	LOCUEL202A
3. Range	This unit of competency is applicable to logistics related companies. Practitioners should be capable to handle electronic documents as required in daily logistics operation.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of electronic documents for logistics operation ♦ Understand the electronic documents to be handled by individual companies/units in daily logistics operation, including the following types of documents:</p> <ul style="list-style-type: none"> • Documents for purchase and goods (purchasing order, invoice, etc.) • Documents for consignment (bill of lading, master airway bill/house airway bill, seaway bill, etc.) • Documents for local transport (arrival notice, delivery order, cargo receipt, etc.) • Inspection, insurance and documentary credit (notice of inspection arrangement, insurance policy, etc.) • Invoice on local transaction and documents for payment (payment advice, payment receipt, etc.) <p>♦ Understand the use of documents that need to be handled</p> <p>♦ Understand the handling procedures of relevant electronic documents</p>

	<ul style="list-style-type: none"> ◆ Understand the legal responsibilities of various types of electronic documents ◆ Know how to operate software of the company to handle relevant electronic documents
6.2	<p>Handle electronic documents commonly used in the logistics industry</p> <ul style="list-style-type: none"> ◆ Use relevant template to prepare the electronic document needed in each logistics procedure according to the requirements of individual companies and relevant units ◆ Send the prepared electronic document to relevant units ◆ Receive electronic documents from relevant units and handle them according to procedures ◆ Input relevant data in the documents ◆ Record and save the documents
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle electronic documents commonly used in the logistics industry according to the requirements of the company and relevant units as well as the handling procedures for electronic documents.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Execute security work for electronic documents of the logistics industry
2. Code	LOCUEL206A
3. Range	This unit of competency is applicable to logistics related companies. Practitioners should be capable to execute electronic security work as required when handling or exchanging electronic documents or in daily operation, so as to assure the security and confidentiality of the electronic documents.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of security for electronic documents</p> <ul style="list-style-type: none"> ◆ Understand the documents and data of the company that need electronic security ◆ Understand data and documents of the logistics industry that need to be handled by electronic security ◆ Understand the legal responsibilities of handling different kinds of electronic documents ◆ Understand possible consequences and losses caused by security loopholes ◆ Understand the electronic data security procedures of the company, for example, to assure whether: <ul style="list-style-type: none"> • The electronic data or documents from relevant units are received in full • The electronic data or documents from relevant units are correctly received • The electronic data or documents from relevant units need confirmation upon receipt

	<ul style="list-style-type: none"> • Data encryption is needed • The electronic data or document are securely saved • The electronic data are safely exchanged or shared <p>6.2 Execute security work for electronic documents</p> <ul style="list-style-type: none"> ◆ Execute security work for electronic documents according to the company's security procedures for electronic documents when handling or exchanging electronic documents and data ◆ Ensure that the staff who execute security procedures for electronic documents are approved personnel ◆ Update regularly the password or security program ◆ Study regularly the update procedures for the security of electronic documents
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to assure the security and confidentiality of electronic documents and data when handling them.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Submit cargo manifests electronically
2. Code	LOCUEL207A
3. Range	This unit of competency is applicable to logistics related companies. Practitioners should be capable to use the electronic service to submit cargo manifests to the government and to receive and dispatch relevant documents.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of electronic cargo manifest</p> <ul style="list-style-type: none"> ◆ Understand the functions and content of cargo manifest ◆ Understand the procedures of customs clearance and document handling by the Customs and Excise Department ◆ Understand the electronic cargo manifest service and procedures of receiving and dispatching relevant documents, including submission, revision and confirmation of information ◆ Understand the information required for declaration and processing of cargo manifests and relevant documents ◆ Understand the abbreviations and codes used for data input of cargo manifests and relevant documents, and guides to complete them ◆ Understand the channels of cargo manifest operation ◆ Understand how to submit cargo manifest electronically

	<p>6.2 Execute the operational procedures for submitting cargo manifests electronically</p> <ul style="list-style-type: none"> ◆ Understand the legal responsibilities of using different kinds of electronic documents ◆ Understand the computer software for handling relevant electronic documents ◆ Prepare cargo manifest information and submit information of the company according to customs requirements and procedures with respect to the company's role in freight operation (e.g. as carrier or consignor) ◆ Use the e-platform, internet and computer software of the service provider to submit the cargo manifest ◆ Collect instructions on the revision of master bill of lading , consignment and cargo handling, and revise or supplement the information of the cargo manifest ◆ Capable to answer the enquiries from government departments ◆ Verify and dispatch the cargo manifest to relevant organizations ◆ Handle reminding notes on cargo manifest submission according to procedures ◆ Receive instruction documents, such as detention notices, release vouchers, etc. from the Customs and Excise Department according to procedures ◆ File the cargo manifests, submission notices, reminding notes and receipt acknowledgements ◆ Receive update instructions regularly on how to complete and submit cargo manifests
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7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to use the electronic services provided by the government or other service providers to submit cargo manifests and to receive and dispatch relevant documents correctly.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement e-platform operation for the logistics industry
2. Code	LOCUEL208A
3. Range	This unit of competency is applicable to all logistics and freight operators. Practitioners should be capable to have a fair understanding of e-platform for the logistics industry and to apply the knowledge to daily logistics operation.
4. Level	2
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of logistics e-platform</p> <ul style="list-style-type: none"> ◆ Understand the concept of e-platform ◆ Understand the services and functions of the existing e-platform in the logistics operation ◆ Understand the latest development of e-platform in the logistics operation ◆ Understand the charging mode and level of e-platform services ◆ Understand different systems and compatibility of information interchange on e-platform ◆ Know the provider of the e-platform service and its background ◆ Master the tendency of the company's partners and customers to use e-platform service ◆ Understand the connection and compatibility of the e-platform with that of the government departments, other organizations and countries

	<p>6.2 Use logistics e-platform in daily logistics operation</p> <ul style="list-style-type: none"> ◆ Use e-platform to prepare, revise and transmit general logistics documents ◆ Use e-platform to upload or download information ◆ Release information on e-platform ◆ Check and transmit information on e-platform ◆ Explain to customers the advantages of using e-platform ◆ Elaborate on how the company use e-platform to complete some of the logistics procedures
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to elaborate the functions and operation mode of e-platform for the logistics industry; and</p> <p>(ii) Capable to explain to customers the use of e-platform for relevant logistics procedures.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply electronic devices on cargo identification
2. Code	LOCUEL209A
3. Range	This unit of competency is applicable to all logistics operators. Practitioners should be capable to apply electronic identification technology on cargoes effectively to the logistics operation of the company.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of electronic identification technology on cargoes</p> <ul style="list-style-type: none"> ◆ Understand the concept of electronic identification technology on cargoes ◆ Understand different types of electronic identification technology on cargoes, such as bar code identification, radio frequency identification, etc. ◆ Understand the importance of electronic identification of cargoes to logistics operation ◆ Understand equipment used for electronic identification technology on cargoes, such as reader, sensor, aerial, etc. ◆ Understand the limitations of, and possible deviation and misreading found in electronic identification technology ◆ Understand the working procedures in workplaces and for handling cargoes ◆ Understand the contingency measures when failing to use electronic identification technology

	<p>6.2 Apply electronic identification technology</p> <ul style="list-style-type: none"> ◆ Select suitable equipment for electronic identification of cargoes ◆ Operate the equipment for electronic identification of cargoes according to procedures ◆ Check whether the equipment works well ◆ Read the information displayed on the equipment ◆ Input, record and transmit relevant data according to procedures ◆ Use the equipment for electronic identification of cargoes according to occupational safety and health recommendations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to use safely the equipment for electronic identification of cargoes; and</p> <p>(ii) Capable to read, input, record and transmit correctly the information displayed on the equipment.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Check express waybill filled by customer		
2. Code	LOAFEL201A		
3. Range	This unit of competency is applicable to express companies. Practitioners should be capable to check the content and items in the express delivery waybill according to company's procedures or checklist in order to facilitate the delivery process.		
4. Level	2		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of express delivery waybill</div> <div> <ul style="list-style-type: none"> ◆ Understand the functions, content and form of express waybill ◆ Understand the responsibilities and obligations of the sender, the express company and the receiver ◆ Understand the import/export tariffs and procedures ◆ Understand the functions and content of delivery invoice ◆ Know the definition of express package and parcel and reasons for export ◆ Know about the harmonized commodity code for the cargo ◆ Understand types of prohibited and restricted articles or non-acceptable articles </div> </div> <div> <div>6.2 Check and verify express delivery waybill</div> <div> <ul style="list-style-type: none"> ◆ Verify sender's account information ◆ Check the cargo type, or whether it has additional insurance requirements or permit ◆ Check that the shipper has given sufficient information </div> </div>		

	<ul style="list-style-type: none"> ◆ Check the payment method or whether the charges are paid by other people ◆ Examine the volume, weight, size and quantity of the cargo ◆ Verify the destination and its postal code and address ◆ Verify the commercial invoice or proforma invoice and number of their copies, other supporting documents for export issued by the shipper ◆ Verify the consistency between the information in the invoice issued by the shipper and that of the express waybill ◆ Check the requirements on the import/export tariffs insurance ◆ Visually check whether the parcel and package are consistent with the descriptions supplied ◆ Input the express waybill information in the information system ◆ Keep documents on file
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the meaning of all information filled in the express waybill and the process of handling express waybill; and</p> <p>(ii) Capable to point out obvious mistakes, unclear areas, inconsistencies and lack of information in the express waybill and documents attached.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Check air freight shipper's letter of instruction		
2. Code	LOAFEL202A		
3. Range	This unit of competency is applicable to air freight forwarders or airlines. Practitioners should be capable to check the content of the shipper's letter of instructions from the shipper or its agent and handle the shipment.		
4. Level	2		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of air freight shipper's letter of instructions</div> <div> <ul style="list-style-type: none"> ◆ Understand the form and function of shipper's letter of instructions ◆ Understand every guideline for completing shipper's letter of instructions ◆ Understand the characteristics of air cargo ◆ Understand the air freight process and procedures for ◆ Know about the documents used in the air freight process ◆ Know about procedures for amendment of shipper's letter of instructions </div> </div> <div> <div>6.2 Check air freight shipper's letter of instructions</div> <div> <ul style="list-style-type: none"> ◆ Examine the content of the shipper's letter of instructions from the shipper or its agent ◆ Examine the consistency between the shipper's letter of instructions from the shipper or its agent and other documents ◆ Examine the declared value, declared customs value, insurance and other shipment instructions for the cargo </div> </div>		

	<ul style="list-style-type: none"> ◆ Examine the consistency between the cargo and document information ◆ Check whether other documents such as the shipper's declaration for dangerous goods are attached ◆ Input relevant data for record ◆ Follow company's operational guidelines and requirements to check whether the cargo meets basic requirements for shipment, and report the checking result to superior
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the meaning of all information in the shipper's letter of instructions and the process of handling shipper's letter of instructions; and</p> <p>(ii) Capable to point out obvious mistakes, unclear areas, inconsistencies and lack of information in the shipper's letter of instructions.</p>
8. Remarks	

7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to complete the correct procedures for issuing the proof of delivery when delivering parcel or package.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement safety procedures for manual handling operation
2. Code	LOCUSH201A
3. Range	This unit of competency is applicable to operating staff in all kinds of logistics companies. Practitioners should be capable to evaluate and carry out correctly manual handling operation, such as applying the correct way of manual lifting and handling, in logistics workplaces so as to avoid bodily injuries.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of manual handling operation</p> <ul style="list-style-type: none"> ◆ Know about manual handling operation and understand the correct postures and way of manual lifting and handling ◆ Understand the guidelines for manual handling operation ◆ Understand the relationship between manual operation and suitable rest ◆ Understand the effects of incorrect lifting and handling <ul style="list-style-type: none"> • The effects on the waist, the back and the body • Causes of manual lifting injuries • Basic knowledge of waist and back care ◆ Understand the use of machinery or tools to help in the manual operation, such as handling and lifting cargoes ◆ Understand the way and focus of evaluating manual handling operation

	<p>6.2 Application of safe manual handling operation</p> <ul style="list-style-type: none"> ◆ Analyze the postures and actions of manual handling operation, such as the strength and repetitiveness ◆ When lifting heavy objects: <ul style="list-style-type: none"> • Check the type, size and weight of the cargo • Check the external condition of the cargo to see if it is fit for manual handling • Apply the correct way of manual lifting and handling ◆ Master the auxiliary tools or protective gear needed ◆ Evaluate whether the personal body conditions, attire and working environment are suitable for manual handling operation ◆ Evaluate whether the physique is suitable for manual handling operation ◆ Be familiar with the possible risks existing in manual handling operation ◆ Use suitable protective equipment
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the importance of applying manual handling method, inspect cargoes correctly and select suitable tools and equipment; and</p> <p>(ii) Capable to apply the correct way of evaluating manual handling operation and operational risks so as to avoid bodily injuries.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement preventive measures on occupational safety and health of the logistics industry
2. Code	LOCUSH202A
3. Range	This unit of competency is applicable to all logistics related companies. Practitioners should be capable to understand the characteristics and limitations of the workplace and take preventive measures on occupational safety and health so as to protect the occupational safety and avoid accidents.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of occupational safety and health of the logistics industry</p> <ul style="list-style-type: none"> ◆ Understand the safety responsibilities, including legal responsibilities, of logistics employees of all levels ◆ Understand the safety procedures of logistics work ◆ Understand the correct way of using personal protective equipment for general logistics work, such as: <ul style="list-style-type: none"> • Safety helmet • Eye protector • Ear protector • Hand protector • Safety belt • Safety shoes • Protective clothing • Reflective tabard ◆ Understand ways to protect occupational safety and health, and possible risks and incidents that may occur ◆ Understand the characteristics and limitations of the workplace, including:

	<ul style="list-style-type: none"> • Work at height • Dangerous Goods handling • Noisy environment • Biohazard • High humidity and temperature
6.2	<p>Implement preventive measures on occupational safety and health</p> <ul style="list-style-type: none"> ◆ Identify occupational safety and health risks and hazards in the workplace ◆ Implement general preventive measures on occupational safety and health according to safety legislations and working instructions so as to protect the occupational safety and health and avoid accidents during logistics work. Preventive measures include: using suitable personal protective or safety equipment, wearing suitable safety belt, DG handling procedures, environmental hygiene, etc. ◆ Suggest on the safety measures in the workplace and participate in the safety group committee ◆ Use machinery and equipment by authorization ◆ Timely report to superiors if the risk is found too high ◆ Report to superiors and other staff on hazardous conditions
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to implement general preventive measures on occupational safety and health according to legal requirements and working instructions so as to protect the occupational safety and health.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement safety operation in confined spaces
2. Code	LOCUSH203A
3. Range	This unit of competency is applicable to all logistics companies involving operation in confined spaces. Practitioners should be capable to master safety procedures and measures for operating in confined spaces so as to ensure the occupational safety and health in confined spaces.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of safety operation in confined spaces</p> <ul style="list-style-type: none"> ◆ Understand the safety responsibilities of logistics employees of all levels ◆ Know about major confined workplaces of the logistics industry, i.e. all enclosed places, such as chamber, ship compartment, air cabin, barge, pressure vessel, container/carrier, etc.; and danger arising from the confined nature of these places ◆ Understand the risks of working in different confined spaces and the respective personal protection equipment and safety measures needed ◆ Know about the permits required for working in specific confined spaces ◆ Know about the contingency plans/measures against accidents

	<p>6.2 Implement safety operation in confined spaces</p> <ul style="list-style-type: none"> ◆ Master the safety conditions and risks according to the type of work to be carried out in a particular confined space before start working ◆ Decide whether it is suitable to work in that confined space according to the risk evaluation results, or use sufficient and suitable protection equipment ◆ Staff working in the confined space should keep contact with staff outside to ensure the safety of the staff within ◆ execute specific rescue procedures if accidents happen and take contingency measures when the situation is safe
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to master the risks of working and implement safety operation in respective confined spaces of the logistics industry.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Safety procedures for fork-lift truck operation
2. Code	LOCUSH204A
3. Range	This unit of competency is applicable to all logistics companies and relevant units involving fork-lift truck operation. Practitioners should be capable to ensure safety when handling cargoes.
4. Level	2
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of fork-lift truck operation</p> <ul style="list-style-type: none"> ◆ Understand the legal requirements relevant to fork-lift truck operation ◆ Understand the properties of fork-lift truck, such as maximum extension, turning radius, shock absorption, working load, centre of gravity, etc. ◆ Understand the basic principles and safety procedures for fork-lift truck operation ◆ Understand potential dangers in the area of fork-lift truck operation ◆ Know about the pre-operation inspection, driving, stacking, parking, and fuel refilling or battery charging procedures for fork-lift truck ◆ Understand the characteristics and safety requirements of the workplace for fork-lift truck operation, e.g. shipboard, barge, cargo terminal, etc.

	<p>6.2 Operate fork-lift truck safely to handle cargoes</p> <ul style="list-style-type: none"> ◆ Ensure that the fork-lift truck is operated by trained and qualified personnel ◆ Ensure that all accessories are fitted and used correctly according to manufacturer's instructions ◆ Conduct inspection according to the inspection list before operating the mechanical equipment to ensure that the equipment is in good condition; report to the supervisor immediately for any failure ◆ Adjust to a suitable fork-lifting angle ◆ Estimate the cargo weight and loading gravity before loading ◆ Take note of the safety notes on fork-lift truck operation on smooth grounds and ramps ◆ Take note of the traffic, pedestrians, facilities and other operations at the workplace when driving the fork-lift truck ◆ Be familiar with traffic instructions and warning signs for operating fork-lift trucks
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to ensure that the fork-lift truck is operated by qualified personnel and follow safety operation procedures to ensure the safety of cargo handling.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement Code of Practice for Loading of Vehicles
2. Code	LOCUSH205A
3. Range	This unit of competency is applicable to all logistics and transport companies engaged in vehicle loading. Practitioners should be capable to implement the Code of Practice for Loading of Vehicles for land transport by trucks.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of trucking</p> <ul style="list-style-type: none"> ◆ Understand the legal responsibilities of the company, truck owner and driver ◆ Understand the loading calculation method and limit of the trucks ◆ Understand possible dangers of overloading ◆ Understand the relevant code and guidelines for loading of vehicles stipulated by the government <p>6.2 Implement Code of Practice for Loading of Vehicles</p> <ul style="list-style-type: none"> ◆ Ensure that the truck is operated by qualified personnel ◆ Ensure that the truck does not overload, overweight or exceed the loading height limit ◆ Ensure that the goods are evenly distributed on the truck according to relevant guidelines to avoid accident on the way

	<ul style="list-style-type: none"> ◆ Special goods (e.g. oversize goods) must be transported by appropriate and specially designed trucks with additional facilities or warnings, and obtain relevant permit in advance according to legal requirements ◆ Fix or tie down the goods safely on vehicle to prevent them from loosing or falling from the truck ◆ For container delivery, ensure that the container be secured safely and locked on the container truck
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to ensure that the code and guidelines for loading of vehicles stipulated by the government are strictly followed; capable to secure and fix the goods safely on the truck, and ensure the truck does not exceed the weight and height limit for transport safety.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement code of safety for stacking cargoes
2. Code	LOCUSH206A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to strictly follow the code of safety for stacking cargoes to ensure safe operation.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of stacking cargoes</p> <ul style="list-style-type: none"> ◆ Understand stacking requirements for different types of cargoes (e.g. dangerous goods) ◆ Understand the stacking requirements in different environments (e.g. inside the container, on the truck, etc.) ◆ Understand the occupational safety and health guidelines related to manual work ◆ Know how to use mechanical equipment or tools to help handling and stacking cargoes ◆ Understand procedures and points to note for stacking cargoes, such as the stacking arrangement for light cargoes and heavy cargoes, stacking cargoes of the same size, etc. ◆ Understand auxiliary devices for stacking and separation of cargoes, such as plank, strapping, pallet, etc.

	<p>6.2 Implement code of safety for stacking cargoes</p> <ul style="list-style-type: none"> ◆ Adopt suitable stacking method according to different logistics workplaces or cargo types, for example, a container should be placed horizontally on the barge as far as possible, and arrange stacking location and priority according to cargo weight, size, etc. ◆ Observe whether the working environment is suitable for stacking cargoes ◆ Decide the number of layers of stacking according to the packing and force bearing of cargoes ◆ Stack and secure cargoes tightly inside the container, and tie every part of the cargoes to the fixed points of the container or truck with straps to prevent shifting ◆ Dangerous goods container should be placed in designated areas to avoid mixing up with other intolerant dangerous substances ◆ Use suitable instruments to help stack cargoes ◆ Adopt suitable occupational safety measures
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to strictly follow the code of safety for stacking different types of cargoes under different circumstances to ensure safe operation.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement code of safety for cargo loading/unloading with vehicles
2. Code	LOCUSH207A
3. Range	This unit of competency is applicable to all logistics or transport companies using trucks for cargo loading. Practitioners should be capable to load/unload cargoes safely with vehicles according to the code of safety and operational guidelines.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of cargo loading / unloading with vehicles</p> <ul style="list-style-type: none"> ◆ Understand the arrangement at the loading / inloading area of the logistics workplace ◆ Understand the type, loading capacity, characteristics and ancillary loading instruments of truck ◆ Understand the code of safety and operational guidelines on cargo loading ◆ Understand the types and characteristics of the cargoes to be loaded/ unloaded ◆ Understand the noting points for loading / inloading of different types of cargoes ◆ Understand potential risks of cargo loading/unloading <p>6.2 Implement code of safety for cargo loading/unloading with vehicles</p> <ul style="list-style-type: none"> ◆ Load / unload cargoes safely with vehicles according to the code of safety and operational guidelines • Pay attention to the working environment such as slope, sidewalk, narrow environment, etc., and adopt suitable measures

	<ul style="list-style-type: none"> • Take safety measures to keep the vehicle stable during loading / unloading operation, such as using hand brake and wedge, etc. • Operate loading instruments such as derrick and crane according to procedures and safety guidelines • Pay attention to the safety of pedestrians and other workers • Pay attention to the stacking condition of cargoes after loading/unloading
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to load/unload cargoes safely with vehicles according to the operational procedures of the company and the code of safety to ensure the logistics operation be carried out safely and effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement vehicle transport and traffic safety in cargo yard
2. Code	LOCUSH208A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to implement vehicle transport and traffic safety in relevant workplace according to company guidelines and legal requirements.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of vehicle transport and traffic safety in workplace</p> <ul style="list-style-type: none"> ◆ Understand the code of practice or guidelines on vehicle transport and traffic safety in workplace issued by regulators and relevant legislations ◆ Understand logistics operation and procedures in the workplace ◆ Understand potential risks caused by vehicle transport in the logistics workplace ◆ Understand the traffic rules and different forms of traffic arrangement <p>6.2 Implement vehicle transport and traffic safety in the workplace</p> <ul style="list-style-type: none"> ◆ Master the use of workplace, such as the separation the driveway and other work areas, the work flow of logistics operation, etc. ◆ Master daily logistics and transport operation, arrange suitable measures such as the use of warning signs, traffic instructions, separation of work areas, access control, etc. ◆ Provide enough lighting and space for vehicle operation

	<ul style="list-style-type: none"> ◆ Arrange manpower for traffic control according to superiors' instructions ◆ Implement traffic control and access control ◆ Adopt different ways to control the traffic in the area with regard to the traffic conditions according to the guidelines ◆ Record traffic data such as vehicular traffic flow, stopping time, queuing situation, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to implement vehicle transport and traffic safety measures in logistics workplaces according to operational procedures of the company to ensure a safe and effective logistics operation; and</p> <p>(ii) Make traffic arrangements or perform traffic control with regard to the traffic conditions according to superiors' instructions.</p>
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Air Freight & Express)

Competency Level 3

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Coordinate the work of company departments, business partners and contractors
2. Code	LOCUOM302A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to coordinate departments of the company internally, and business partners and contractors externally so that the company could provide logistics or transport services smoothly.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of coordinating company departments, business partners and contractors</p> <ul style="list-style-type: none"> ◆ Understand the logistics and transport workflow and working procedures ◆ Know about the internal and external participants in all processes and working procedures ◆ Understand the concept of internal customers and techniques for handling them ◆ Understand the importance of effective coordination to the overall operational flow ◆ Understand the rights and duties, characteristics, resources and structural limitations of the internal and external participants in all processes and working procedures ◆ Master good communication skills ◆ Understand the principles and importance of team work

	<p>6.2 Coordination of company departments, business partners and contractors</p> <ul style="list-style-type: none"> ◆ Analyze the workflow and working procedures that need coordination ◆ Analyze the rights and duties as well as interests of work participants that need coordination ◆ Analyze the resources for the work of coordination ◆ Understand the relationship of the role of coordinator with the rights and duties of other participants ◆ Analyze from different perspectives ◆ Use communication skills and different ways to reduce communication problem ◆ Use communication skills and different ways to convey the message effectively ◆ Emphasize team spirit and the benefit of cooperation to reduce the difference of all parties
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze the works that need coordination in order to obtain more information for preparing the communication; and</p> <p>(ii) Capable to use communication skills and different ways to communicate effectively so as to achieve the purpose of coordination.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Present and explain proposals to customers
2. Code	LOCUSM301A
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to present and explain service proposals to customers clearly.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the requirements of different customers</p> <ul style="list-style-type: none"> ◆ Have a thorough understanding of company's business operation including scope of business, operation, work flow, pricing and work allocation among departments ◆ Master customers' business, characteristics, service requirements, relationship with company's business, existing or future business challenges and the feasibility of developing into a partner relationship with company, etc. ◆ Understand the content and details of the proposal, and master customers' requirements for freight / express service based on the proposed plan including purpose of writing, content of the proposal, the benefits and deficiencies brought about by the proposal, and solutions, etc.

		<ul style="list-style-type: none"> ◆ Understand how the following factors influence customers' requirements for transportation service including market competition, operation mode, cost structure, government policies, technological development and corporate culture, etc. ◆ Understand competitors including services provided, their strengths and weaknesses, pricing and new moves, etc. ◆ Master presentation skills such as content selection, language, time control, volume control and body language, etc. ◆ Understand the techniques in receiving customers including conversation skills, communication skills, language use, body language and human relations skills, etc. ◆ Possess the competency in handling customers' questions and queries
6.2	Present and explain service proposals to customers	<ul style="list-style-type: none"> ◆ Clearly present and explain to customers the content and main points of the proposal according to their requirements for freight / express service by making use of sound communication skills and presentation skills ◆ Analyze various shipment proposals and their strengths and weaknesses ◆ Consider different scenarios and different reactions and opinions, then select the appropriate presentation contents

	<ul style="list-style-type: none"> ◆ Respond to customers' questions and queries appropriately or discuss with relevant departments and consider the feasibility of making amendments in accordance with customers' queries and suggestions ◆ Acquire customers' trust and promises
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to present and explain service proposals to customers clearly according to customers' requirements for freight / express service so as to acquire their trust and promises.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement customer service management
2. Code	LOCUSM309A
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to master existing customer service management strategies to enable the effective implementation of customer service management and achieve company's intended outcome.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of customer service</p> <ul style="list-style-type: none"> ◆ Understand customers' importance to company and company's strategies on customer service management ◆ Understand customer service related to the logistics industry including reception, response to inquiries, handling complaints and business promotion, etc. ◆ Understand factors that affect customers' overall impression of the service including reception environment, reception location, receptionists' communication skills, time taken in handling problems and quality of solutions provided, etc. ◆ Understand service cycle system including: <ul style="list-style-type: none"> • Relationship between customer satisfaction and staff service • Understanding elements of service excellence including work efficiency, speed, knowledge, sincerity, image and courtesy, etc.

	<p>6.2 Implement customer service management</p> <ul style="list-style-type: none"> ◆ Implement customer service management including: <ul style="list-style-type: none"> • Managing staff service attitude • Acquiring customers' experience after service consumption ◆ Implement customer service standard including: <ul style="list-style-type: none"> • Following the set of guidelines drawn up for frontline staff • Providing customers with services that meet the standard consistently • Ensuring that staff understand company's requirements and enhance job satisfaction ◆ Build up a successful team including: <ul style="list-style-type: none"> • Organizing staff into team members • Assigning team members to different positions properly • Giving full play to one's strengths effectively • Building up team's tacit understanding and full cooperation ◆ Review, modify and improve customer service regularly ◆ Measure and analyze customer service standard
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master knowledge about customer service; and (ii) Capable to master service management strategies and staff service guidelines so as to implement customer service management effectively.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Prepare sales proposals	
2. Code	LOCUSM311A	
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to prepare sales proposals according to customers' requirements and in consideration of benefits to the company and different factors to achieve sales objectives.	
4. Level	3	
5. Credit	6 (for reference only)	
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>6.1 Basic knowledge of sales proposal writing</p> <p>6.2 Write sales proposals</p> </div> <div style="width: 65%;"> <ul style="list-style-type: none"> ◆ Understand the work flow, working procedures and characteristics related to freight service ◆ Master methods of analyzing customers' needs for freight service ◆ Understand customers' business operation ◆ Understand the format and main points of sales proposals ◆ Understand different forms of sales strategies and their objectives ◆ Master good writing skills ◆ Master good communication skills ◆ Understand business law and related regulations ◆ Understand competitors' moves and countermeasure analysis ◆ Understand customers' needs for freight service from different channels, work flow of operation, business situation and difficulties </div> </div>	

	<ul style="list-style-type: none"> ◆ Analyze customer's needs for freight service ◆ Analyze the services provided by key competitors in the market and their characteristics ◆ Put forward different proposals in accordance with customers' requirements and analyze their pros and cons ◆ Discuss with relevant departments about the feasibility of different proposals ◆ Make comparison with competitors' services and propose competitive countermeasures ◆ Turn customers' requirements and corresponding competitive countermeasures into main points of proposal ◆ Apply writing skills in writing sales proposals
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze customers' needs for freight service and understand customers' business situation; (ii) Capable to analyze market competitors' services and make comparison; and (iii) Capable to write effective sales proposals in accordance with individual customers' situation.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle and review customer's opinions and complaints about service quality
2. Code	LOCUSM312A
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to understand customers' opinions and complaints about service quality and capable to handle them properly.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Main points in handling customers' complaints</p> <ul style="list-style-type: none"> ◆ Understand the importance of customers' opinions to company's development ◆ Understand the relationship between different customers and company ◆ Understand the main points in handling customers' complaints including: <ul style="list-style-type: none"> ◆ Company's existing procedures and rules ◆ Company's operation mode ◆ Customers' background and behaviour ◆ Methods of communication and response ◆ Case investigation and follow-up ◆ Techniques in rebuilding, maintaining and strengthening customer relationship ◆ Review of the incident ◆ Understand customers' requirements for service quality ◆ Understand the company including business operation, cooperation between departments, and strengths and weakness of services provided, etc.

		<ul style="list-style-type: none"> ◆ Understand competitors including services provided, their strengths and weaknesses, service charges and new moves, etc.
	6.2 Handle customers' complaints	<ul style="list-style-type: none"> ◆ Handle and respond to general complaints from customers immediately according to company's existing procedures and rules ◆ Respond to special complaint cases immediately according to company's existing procedures and rules and conduct investigation and follow-up ◆ Capable to apply different communication and response methods to rebuild, maintain and even strengthen the relationship between company and customers ◆ Review complaint cases under instruction and put forward appropriate improvement proposals
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to handle properly, investigate and respond to customers' complaints according to existing procedures and rules, to rebuild, maintain and even strengthen the relationship between company and customers; and</p> <p>(ii) Capable to review complaint cases under instruction and put forward appropriate improvement proposals.</p>	
8. Remarks		

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use complicated English for business communication with customers
2. Code	LOCUSM313A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use complicated English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Complicated English communication skills</p> <ul style="list-style-type: none"> ◆ Understand fairly the operation of the logistics industry ◆ Master common terms, the abbreviations and technical terms used in the logistics industry ◆ Know about English terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the logistics industry ◆ Understand the company structure, functions and work flow of different departments, cooperation mode among departments and their scope of responsibility ◆ Understand the business relationship between the company and customers and characteristics of each customer ◆ Possess good communication skills and skills for receiving customers ◆ Good interpersonal skills ◆ Good sales techniques

	<p>6.2 Use complicated English for business communication with customers</p> <ul style="list-style-type: none"> ◆ Use complicated English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively ◆ Respond to customers' requests for more detailed explanation of business according to personal ability, and report to senior levels and seek help at the right time ◆ When there is any communication problem or complaint during the communication with customers, report immediately to senior levels and find out the best way to handle it ◆ When there is any communication problem during the process of handling business with customers, report immediately to senior levels for handling
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to use complicated English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use complicated Putonghua for business communication with customers
2. Code	LOCUSM314A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use complicated Putonghua to communicate with customers so as to understand clearly their needs and execute relevant duties effectively.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Complicated Putonghua communication skills</p> <ul style="list-style-type: none"> ◆ Understand fairly the operation of the logistics industry ◆ Master common terms, the abbreviations and technical terms used in the logistics industry ◆ Know about Putonghua terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the logistics industry ◆ Understand the company structure, functions and work flow of different departments, cooperation mode among departments and their terms of reference ◆ Understand the business relationship between the company and customers and characteristics of each customer ◆ Possess good communication skills and skills for receiving customers ◆ Good interpersonal skills ◆ Good sales techniques

	<p>6.2 Use complicated Putonghua for business communication with customers</p> <ul style="list-style-type: none"> ◆ Use complicated Putonghua to communicate with customers so as to understand clearly their needs and execute relevant duties effectively ◆ Respond to customers' requests for more detailed explanation of business according to personal ability, and report to senior levels and seek help at the right time ◆ When there is any communication problem or complaint during the communication with customers, report immediately to senior levels and find out the best way to handle it ◆ When there is any communication problem during the process of handling business with customers, report immediately to senior levels for handling
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to use complicated Putonghua to communicate with customers so as to understand clearly their needs and execute relevant duties effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Prepare express charges chart
2. Code	LOAFSM301A
3. Range	This unit of competency is applicable to express companies. Practitioners should be capable to prepare express charges chart for the company so as to inform customers of the charging modes and methods effectively.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of express charges</p> <ul style="list-style-type: none"> ◆ Understand the concept of simplified express charges chart ◆ Understand the reason for preparing a express charges chart ◆ Understand the concept of and reasons for setting express charges based on delivery zones ◆ Understand the difference in cost of different countries on pickup and delivery ◆ Understand the company's business policy, air freight industry's standards and pricing policies ◆ Understand the relationships between country of destination, distance from country of origin and package weight with charges ◆ Understand the special arrangement of the country of destination or delivered station ◆ Understand the reasons for different charges in the same charges zone within some countries

	<p>6.2 Prepare express charges chart</p> <ul style="list-style-type: none"> ◆ Prepare express charges chart for customers based on the company's business strategy and sales approach ◆ Use simple tabulated form to calculate basic charges based on package weights and locations ◆ Put remarks for special arrangement and surcharge, etc. ◆ Use diagrams, sentences, and different fonts, font sizes and colors to clearly list out the charges ◆ Design the format of the charges charts ◆ Change information in the charges charts according to the company's instruction
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to prepare effective express charges chart so as to inform customers of the pricing modes and methods.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle air freight cargo space booking procedures
2. Code	LOAFSM302A
3. Range	This unit of competency is applicable to air freight carriers and airlines. Practitioners should be capable to follow the organization's procedures and requirements to correctly handle and reply to customers the procedures of cargo space booking.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of handling cargo space booking ♦ Understand the basic and special knowledge of the air freight industry, including:</p> <ul style="list-style-type: none"> • General work flow of air freight • Characteristics of different routes, regions and airports • Characteristics of different goods • Requirements of different customers <p>♦ Understand the condition of cargo space offered by the company</p> <p>♦ Understand the general responsibilities of carriers and their agents regarding carriage of goods</p> <p>6.2 Handle and reply to cargo space booking ♦ Collect air cargo space booking requests</p> <ul style="list-style-type: none"> • Understand loading capacity of aircrafts and make corresponding adjustment as early as possible

	<ul style="list-style-type: none"> • Communicate closely with load planner of different aircrafts according to relevant requirements or guidelines, and exchange opinions with them so as to achieve the best effect or fulfill the organization's objectives with considerations such as: <ul style="list-style-type: none"> ▸ Aircraft's loading policy requirements ▸ Current weather and flight conditions ▸ Safety guidelines of monitoring organization/organization • If flight transit is needed, closely liaise with colleagues at transit airport and be informed with the space condition of flights at each transit airport • If there is available cargo space in the aircraft, determine whether to confirm the priority status of those which are pending or under advance booking • Issue replies that clearly indicate the status: confirmed, unconfirmed, pending or rejected ◆ Inform relevant organizations or persons <ul style="list-style-type: none"> • Use network system, electronic data interchange, fax or predetermined means of communication to reply the forwarding agent or consigner
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	<ul style="list-style-type: none"> • Request the forwarding agent or shipper to respond with the same action, such as providing supplementary information or choosing other delivery routes, etc. • Arrange different booking orders and inform load planner of relevant bookings • Report to senior levels any special cases ◆ Make document records <ul style="list-style-type: none"> • Use computer system or documents to correctly record status of bookings as: confirmed, unconfirmed, pending or rejected • Make use of computer system or manually set reply procedures or system to enable senior staff or relevant people to review the booking conditions • Take record of any special situations
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to follow the organization's procedures and requests to handle and answer customers regarding cargo space booking; and</p> <p>(ii) Capable to complete the delivery and filing of documents on air cargo space booking.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Calculate contract air freight charges
2. Code	LOAFSM303A
3. Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to calculate the air freight contract charges between carriers and freight forwarders, or those between freight forwarders and customers.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of contract air freight rates</p> <ul style="list-style-type: none"> ◆ Understand different methods to calculate rates: fixed rate, Ad Valorem rate, free sale, differential rate etc. ◆ Know about different calculation principles in the contract, such as baseline, types of goods, etc. ◆ Understand different ways to calculate air freight rates by chartered flights or scheduled flights ◆ Understand the calculation principles of air freight contract on weights, such as the pivot-weight ◆ Understand the calculation principles based on pallet / aircraft unit load device, such as pivot rate, over pivot rate, empty haul rate ,etc. ◆ Understand the company's principles and methods in calculating contract air freight charges

	<p>6.2 Calculate contract air freight rates</p> <ul style="list-style-type: none"> ◆ Confirm the charges calculation principles with customers based on the types of goods, volume, lead time, selected service, flexibility, requested arrival time, flight and routes, etc. ◆ Determine the air freight rate according to factors such as the actual market supply and demand and the relationship with customers ◆ Calculate air freight charges according to contract terms set between sales departments and customers
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to master the format and terms of air freight contract with customers so as to calculate correctly the rates and charges of air freight orders.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Prepare express package pick-up schedule
2. Code	LOAFSM304A
3. Range	This unit of competency is applicable to express companies. Practitioners should be capable to compile pick-up schedule and inform customers the pick-up time, formats and methods.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of express package pick-up schedule</p> <ul style="list-style-type: none"> ◆ Understand the concept of express package pick-up schedule and function ◆ Understand the operation time of relevant countries' customs, freight stations and container terminals ◆ Understand the flight time required from the place of origin to freight station ◆ Understand apron processing time, customs clearance time and efficiency of the place of origin, transit airport and destination ◆ Understand the estimated departure time and arrival time from the place of origin to other countries ◆ Understand the required time to have express package delivered to the receiver after customs clearance <p>6.2 Prepare express package pick-up schedule</p> <ul style="list-style-type: none"> ◆ Prepare express package pick-up schedule for customers according to the company's business strategy and sales approach ◆ Determine express package pick-up time and delivery time by calculating each city's express time

	<ul style="list-style-type: none"> ◆ List out the final pick-up time and guaranteed delivery time for each destination in tabulated form ◆ Put together areas in the same region with similar pick-up times ◆ Put suitable remarks on those requiring special arrangement and extra delivery services ◆ Use diagrams, sentences, and different fonts, font sizes and colors to indicate clearly the pick-up times in different places ◆ Change the schedule following the company's instruction
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to effectively prepare pick-up schedule so as to enhance the pick-up efficiency.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle international express service booking
2. Code	LOAFSM305A
3. Range	This unit of competency is applicable to express companies. Practitioners should be capable to handle international express service booking and reply to customers regarding their booking requests.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of the process and customer service of express service</p> <ul style="list-style-type: none"> ◆ Understand the handling process of express package ◆ Know customer's requests well ◆ Master the basic concept of customer service principles ◆ Understand the company's policy and requirements on customer service ◆ Be familiar with terminology of the industry ◆ Master telephone conversation skills and manner ◆ Conversant with the operation of computer system and customer service system <p>6.2 Handle pick-up matters of international express package and parcel</p> <ul style="list-style-type: none"> ◆ Handle customers' requests regarding pick-up of international packages and parcels <ul style="list-style-type: none"> • Listen or read the customer's requests • Analyze the requests of customers to see if they are within the company's service areas

	<ul style="list-style-type: none"> • Know how to get sufficient information from the customers by asking them suitable questions and finish the process of pick-up and order taking by jotting down information such as express package pick-up address, contact details, express package types, destination, payment method, etc. • Provide customers with information they need • Explain to customers the details on pick-up, packaging, documentation and charges, etc. ◆ Use information system or manual record to input data and ensure booking data are recorded ◆ Handle customers' requests for making changes or cancellation of booking in accordance with the company's procedures ◆ Transfer any changes or cancellation requests in the information system to pick-up department or centre via information system, and take down the record ◆ Reply and check booking status ◆ Finish booking process according to the company's operational guidelines ◆ Explain the importance of cut-off time of express package pick-up, and other important notices ◆ Transfer customer's pick up requests to department or centre via the information system
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7. Assessment Criteria	This integrated outcome requirement of this unit of competency is: (i) Capable to follow the company's business guidelines to handle booking of express packages and parcels for customers.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle enquiries on air freight rate
2. Code	LOAFSM306A
3. Range	This unit of competency is applicable to airlines, air freight forwarders, etc. Practitioners should be capable to handle enquiries on air freight rate according to the company's business guidelines and sales policy.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air freight rate and customer service</p> <ul style="list-style-type: none"> ◆ Be familiar with various types of air freight rates and their charging principles in line with the standard of the air freight industry ◆ Be familiar with rate calculation method and the principles behind in line with the standard of the air freight industry ◆ Be familiar with the method to calculate air freight rates ◆ Know about non-freight rate items and the charging guidelines ◆ Understand air freight handling and its work flow ◆ Understand customers' requirements ◆ Know about basic concepts of customer service ◆ Understand the company's policy and requirements on customer services ◆ Understand the company's business and sales guidelines ◆ Be familiar with trade jargons in the logistics industry

	<ul style="list-style-type: none"> ◆ Master telephone conversation skills and basic manner ◆ Know about the operation of computer system and customer service system
6.2 Handling of enquiries on air freight rates	<ul style="list-style-type: none"> ◆ Listen to and understand customers' enquiries and requests ◆ Ask customers questions to get sufficient information for freight rate calculation ◆ Based on the cargo's nature, quantities, etc. to arrive at suitable rates ◆ Make use of computer software or program to calculate freight rates ◆ Calculate freight rates and other charges based on the nature of cargo and the carriage requirements ◆ Explain to customers the freight charges, freight rates, charging principles and the resultant sum ◆ Give answers or explanations through different channels such as telephone calls, emails and letters
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to accurately list out freight rates, charging items and the calculation principles for freight orders; and</p> <p>(ii) Capable to make correct recommendations to customers based on freight rates and charges.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Calculate commission and concession
2. Code	LOAFSM307A
3. Range	This unit of competency is applicable to airlines, air freight forwarders, etc. Practitioners should be capable to calculate the commission and concession as stated in the contract made between carriers and forwarding agents or that made between forwarders and customers.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of commission and concession</p> <ul style="list-style-type: none"> ◆ Understand the concepts of commission and concession ◆ Understand the differences between legal and illegal commission and concession ◆ Know about the functions and operation of different categories of freight forwarders ◆ Understand the operation of the market at the level between airlines and freight forwarders, the level among freight forwarders and the level between freight forwarders and consigners ◆ Understand the calculation of commission and the charging criteria under different business operation models ◆ Understand the requirements of different countries or regions on commission or concession ◆ Know about the concession in the industry, such as equalization, discounted rates, etc.

	<p>6.2 Calculation of commission and concession</p> <ul style="list-style-type: none"> ◆ Calculate commission or appropriations between agents based on industry practice, trade association guidelines or the principles of contracts made between parties ◆ Calculate relevant commission, profits and charges according to export or import agents' general practice or contract terms ◆ Calculate rebate for low density cargo based on volume and weight ◆ Calculate concession for equalization based on the contract between airlines and freight forwarders
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to calculate various kinds of commission and concession according to contract terms or industry practice.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Coordinate air cargo consolidation
2. Code	LOAFCT301A
3. Range	This unit of competency is applicable to freight forwarders and air cargo terminals. Practitioners should be capable to coordinate bulk cargoes or air cargoes from different cargo owners, and to consolidate them correctly into cargo mix that is suitable for flight.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air cargo consolidation</p> <ul style="list-style-type: none"> ◆ Know the size, load, floor loading limitation, aircraft type suitability, carrying capacity and curve of different kinds of load device and pallet ◆ Understand requirements of regulators and airlines on pallet buildup and aircraft unit load device ◆ Understand special requirements of countries of designation for freight transport ◆ Understand the nature and use of different kinds of materials for consolidation, such as rope, net, strapping, belt, buckle and adhesive, etc. ◆ Understand tying methods and standards and their limitations ◆ Know the content of documents for air cargo consolidation ◆ Understand manpower demand for air cargo consolidation ◆ Know the methods and equipment to handle aircraft unit load device and pallets, such as the use of forklift truck

	<p>6.2 Coordinate air cargo consolidation</p> <ul style="list-style-type: none"> ◆ Use the cargo load plan information to check whether cargoes to be consolidated, unit load device and pallets are complete ◆ Check whether there are special cargoes such as wide or long cargo ◆ Check whether the cargo needs spreader ◆ Deploy suitable load device and pallets in respect of different cargo types ◆ Know the cargo volume that needs consolidation as specified in the cargo load plan ◆ Arrange the priority and location of cargoes to be consolidated ◆ Prepare sufficient pallet and consolidation materials ◆ Deploy suitable equipment to move the cargoes, unit load device and pallets ◆ Supervise staff to perform the consolidation work ◆ Supervise staff to use different types of pallet and tightly tie the cargoes with consolidation materials ◆ Check whether pallets comply with the safety standards ◆ Conduct consolidation safety inspection ◆ Report to superior upon completion of the procedure ◆ If the consolidation work cannot be completed according to the cargo load plan, report to superior and recommend feasible measures
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to coordinate effectively air cargo consolidation according to requirements; (ii) Capable to read the cargo load plan and relevant documents in order to estimate the manpower, equipment and time needed for the consolidation; and (iii) Capable to supervise workers to consolidate cargoes into cargo mix that meets the standard requirements.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Plan air cargo consolidation
2. Code	LOAFCT303A
3. Range	This unit of competency is applicable to air freight forwarders and logistics companies. Practitioners should be capable to effectively perform air cargo consolidation after receiving the cargo according to company's procedures and requirements.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge ♦ Understand the following information of cargo consolidation according to cargo space booking condition, remarks and booking record summary:</p> <ul style="list-style-type: none"> • Serial number of master/house air waybill • Shipper and consignee • Name and code of the airport at the place of re-export and designation • Number and classification of cargo • Time for the package and document to be ready • Expected cargo arrival time • Expected or actual cargo weight and dimension • Special handling needed (if necessary) <p>♦ Restrictions on different air load devices and pallets, such as total carrying capacity, volume, floor loading limitation, etc.</p> <p>♦ Carriage requirements of different aircraft types</p>

		<ul style="list-style-type: none"> ◆ Requirements on aircraft unit load device, carriage and security of different importing countries or airport
6.2	Prepare air cargo consolidation plan	<ul style="list-style-type: none"> ◆ Estimate cargo space needed ◆ Book cargo space from individual air operator ◆ Confirm the cargo space with the individual air operator ◆ Draft loading plan or superior's verification and approval ◆ Check all freight plans and make suitable adjustments according cargo volume, weight and size, and prepare the best consolidation plan according to regulator's guidelines ◆ Check whether the cargo mix of the consolidation plan meets the requirements of the respective airport, aircraft type and importing countries and on security ◆ Compile consolidation plan for the logistic company, freight forwarder or tally men of the air cargo terminal to perform consolidation work ◆ Apply software to compile consolidation plan

	<p>6.3 Professionalism in cargo consolidation ♦ The consolidation plan should not exceed the physical loading limit of the load device, and should make full use of the space and working load so as to reduce the carrying costs and achieve the highest return with the best proportion of cargo weight and volume</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to compile a consolidation plan according to the requirements of the company and regulators; and</p> <p>(ii) Capable to make full use of the load device and pallets when compiling the consolidation plan.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Arrange documentations for cargo consolidation and coordinate air cargo consolidation
2. Code	LOAFCT304A
3. Range	This unit of competency is applicable to freight forwarders. Practitioners should be capable to handle documentation for air cargo consolidation and coordinate cargo consolidation when arranging air cargo delivery for different consignors.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air cargo consolidation</p> <ul style="list-style-type: none"> ◆ Understand the concept, characteristics, advantages and limitations of consolidation ◆ Understand procedures and documentation required for consolidation ◆ Understand the roles and responsibilities of different enterprises and stakeholders during consolidation ◆ Understand the difference of master air waybill and house air waybill <p>6.2 Arrange for air cargo consolidation</p> <ul style="list-style-type: none"> ◆ Prepare house air waybill for each individual batch of cargo ◆ Prepare master air waybill for cargo to be consolidated ◆ Arrange staff to work out the best cargo mix for consolidation by taking the following into consideration: <ul style="list-style-type: none"> • Whether the cargoes have anything in common such as their regions, arrival time and designations • Whether they share the same flight

	<ul style="list-style-type: none"> • Making full use of the aircraft unit load device • Achieving the highest return with the best proportion of cargo weight and volume ◆ Prepare cargo manifest for each individual batch of cargo ◆ Deliver the cargo and related documents to the air cargo terminal and complete the delivery procedure ◆ After the cargo has arrived, coordinate with the freight forwarder overseas to arrange for break-bulk of the cargo into batches with one house air waybill for each batch ◆ After the cargo has arrived, obtain reply message from the consignee or freight forwarder overseas ◆ Record the documents on file
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to arrange documentation and coordination for air cargo consolidation effectively; and</p> <p>(ii) Capable to ensure that the arrangement comply with airline's delivery requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Coordinate deployment of aircraft unit load device		
2. Code	LOAFCT305A		
3. Range	This unit of competency is applicable to airlines or companies using aircraft unit load device. Practitioners should be capable to coordinate the deployment of aircraft unit load device according to company's business policy and operational procedures when using unit load devices in order to have a safe and smooth air freight operation.		
4. Level	3		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of aircraft unit load device deployment</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept and use of unit load device ◆ Know the shape, size, length, loading and abbreviation of different devices ◆ Know the signs, identification and codes of the airline or logistics company that the unit load device belongs to ◆ Know the aircraft unit load device operation, stock handling capacity and safety stock ◆ Understand the arrangement of borrowing unit load device from and returning unit load device to another enterprise ◆ Understand other airports' unit load device stocks and delivery capacity </div> </div> <div> <div>6.2 Coordinate deployment of unit load device</div> <div> <ul style="list-style-type: none"> ◆ Provide suitable tools for moving aircraft unit load device ◆ Arrange sufficient number of different type of aircraft unit load devices to cater future demand </div> </div>		

	<ul style="list-style-type: none"> ◆ Master the unit load device operation, inventory handling capacity and safety stock ◆ Compile the stock forecast and stock-take ◆ Ensure that the unit load device is usable ◆ Deploy unit load device that is unsafe or need repair to a designated place ◆ Put the deployment record on file and keep it in a proper place ◆ Master data of devices at different locations and estimate the in/out time ◆ Compile a plan for unit load devices coming in/out the storage and make relevant arrangements ◆ Manage the unit load devices and deliver suitable load devices to freight forwarders or shippers for cargo consolidation ◆ Master efficiency of delivery and documentation of unit load device ◆ Deploy unit load devices borrowed from other relevant enterprises and put into record ◆ Arrange to loan unit load devices to other companies ◆ Arrange to send unit load devices to other airports or receive those coming from overseas airports
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to manage the receipt, deployment, storage, repair and maintenance of unit load device according to company's business policy so as to optimize the cost effectiveness of load device utilization; (ii) Capable to estimate the utilization and stock of unit load device to meet demand of flight services; and (iii) Capable to handle the deployment of unit load device within the company as well as unit load devices borrowing from and returning to other enterprises.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Record air freight incidents
2. Code	LOAFCT306A
3. Range	This unit of competency is applicable to air freight forwarders and logistics companies. Practitioners should be capable to record air freight incidents for carriers and consigners to effectively handle matters related to insurance and claims procedures.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air freight incidents</p> <ul style="list-style-type: none"> ◆ Understand reasons for air freight incidents ◆ Master the method and skills of taking record of air freight incidents ◆ Understand the importance of taking record of air freight incidents ◆ Understand the air freight process and procedures ◆ Understand the rights and responsibilities of different parties involved, such as: carriers, brokers, shipper ◆ Understand cargo insurance and the claim procedures <p>6.2 Record air freight incidents</p> <ul style="list-style-type: none"> ◆ Use the company's record form for air freight incidents ◆ Record in detail the damage on cargo or its package ◆ Record the conditions of cargo and the handling method

	<ul style="list-style-type: none"> ◆ Record the conditions of the re-packed cargo in case the freight transport has to be resumed ◆ Record where and how the incident happened ◆ Record involved document and the information about it ◆ Make use of equipment to take record of the evidence on the spot ◆ Arrange checking together with consignees ◆ Properly keep the record for sending to senior levels or relevant parties
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately fill in the record form regarding the air freight incidents; (ii) Capable to apply knowledge of air freight to describe and record the main points of the incident; and (iii) Capable to use suitable equipment to record and keep the evidence of the incidents.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Deploy aircraft unit load device
2. Code	LOAFCT307A
3. Range	This unit of competency is applicable to personnel handling devices in airlines or companies using aircraft unit load device. Practitioners should be capable to deploy unit load devices according to company's business policy and operational procedures when using unit load devices in order to have a smooth air freight operation.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of aircraft unit load device deployment</p> <ul style="list-style-type: none"> ◆ Understand the concept and use of aircraft unit load device ◆ Know the shape, size, length, loading and abbreviation of different unit load devices ◆ Know the signs, identification and codes of the airline or logistics company that the unit load device belongs to ◆ Know the limitations of different aircraft unit load devices ◆ Know the following when handling different aircraft unit load devices: place to open, tying method, place to get damaged easily, etc. ◆ Know the aircraft unit load device operation, stock handling capacity and safety stock

	<p>6.2 Deploy aircraft unit load device</p> <ul style="list-style-type: none"> ◆ Ensure that suitable tools and methods are used for moving aircraft unit load device ◆ Arrange sufficient number of different unit load devices to cater future demand ◆ Deploy aircraft unit load device that is unsafe or needs repair to a designated place ◆ Record the deployment on file and keep it in a proper place ◆ Master data of unit load devices at different locations and estimate the in/out time ◆ Arrange the unit load devices coming in/out the storing place ◆ Manage the unit load devices and deliver suitable load devices to freight forwarders or shippers for cargo consolidation ◆ Handle the delivery and documentation of unit load device ◆ Deploy unit load devices borrowed from other relevant enterprises and put the deployment on record ◆ Arrange to deliver unit load devices loaned to other companies
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to arrange for the deployment of aircraft unit load devices effectively according to the pre-set plan or instructions.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Deliver and receive dangerous goods
2. Code	LOAFCT308A
3. Range	This unit of competency is applicable to air freight forwarders or air cargo terminals for the delivery of imported dangerous goods by the shippers or the handling of imported/exported dangerous goods by relevant companies. Practitioners should be capable to implement the dangerous goods examination and delivery procedures safely according to company procedures and requirements.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of dangerous goods handling</p> <ul style="list-style-type: none"> ◆ Understand the import / export procedures for dangerous goods ◆ Possess basic knowledge of dangerous goods handling, including: <ul style="list-style-type: none"> • Classification of dangerous goods • Requirements for dangerous goods storage • Characteristics of dangerous goods • Markings and labels of dangerous goods • Documents required for the carriage and storage of dangerous goods ◆ Understand the responsibilities of carriers and its agent on restrictions on the carriage of dangerous goods ◆ Possess knowledge of handling safety of dangerous goods

	<p>6.2 Deliver dangerous goods</p> <ul style="list-style-type: none"> ◆ Visually check the package, markings and labels of the dangerous goods <ul style="list-style-type: none"> • Point out the insufficiencies or mistakes found in the package and information provided for the dangerous goods ◆ Examine the documents required for dangerous goods delivery <ul style="list-style-type: none"> • When delivering dangerous goods, base on the checklist provided by the organization to check whether all the necessary documents, such as the shipper's declaration, are available and completed properly • Point out any mistakes or errors found in the content of the documents • Refuse to receive the dangerous goods as instructed by superior ◆ Complete the necessary procedures for dangerous goods delivery <ul style="list-style-type: none"> • Record on the document officially the information about receiving or refusing to receive the dangerous goods and relevant information • Notify people concerned whether the carriage or delivery of dangerous goods is accepted • Instruct the staff correctly to deliver the dangerous goods to or pick it up from the designated storing place • If any suspicions are found during the handling process, inform superior immediately
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	6.3 Professionalism ♦ Complete the delivery procedures for in handling dangerous goods according to company's dangerous goods and legal requirements
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to implement the visual inspection on dangerous goods and delivery procedures safely according to company's pre-set procedures and requirements; (ii) Capable to point out the insufficiencies or mistakes found in the package and information provided for the dangerous goods in question; and (ii) Capable to complete the circulation and filing of relevant documents.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle special air cargo
2. Code	LOAFCT309A
3. Range	This unit of competency is applicable to airlines, freight forwarders or air cargo terminals. Practitioners should be capable to handle special air cargo effectively according to cargo types.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of special air cargo</p> <ul style="list-style-type: none"> ◆ Understand special cargo types and characteristics such as oversize goods, project cargo, human remains, frozen goods, valuable goods, etc. ◆ Understand the customs clearance, import / export licences and document arrangement for various types of special cargo ◆ Understand the security, carriage, loading/unloading, and storage requirements for various types of special cargo ◆ Understand the processing time requirements, work flow or procedures for various types of special cargo ◆ Understand the work flow of document handling for various types of special cargo ◆ Know about the ordinances or international treaties about special cargo carriage ◆ Know about the insurance requirements for special cargo carriage

		<ul style="list-style-type: none"> ◆ Know about air freight industry's standard with regard to the requirements and guidelines for special cargo ◆ Understand the safety knowledge for handling special cargo
6.2	Handle special air cargo	<ul style="list-style-type: none"> ◆ Check air freight industry's standard with regard to the requirements and guidelines for special cargo ◆ Use suitable facilities and correctly load/unload or move special cargo ◆ Check whether the special cargo is attached with the necessary documents or certificates. For example, human remains are attached with death certificates, medical or hygiene certificates ◆ Examine the consistency of the attached labels, markings, documents, package or strip seals ◆ Collect or deliver goods under superior's instructions according to checklist and company's operation policy ◆ Correctly compile documents to be issued by company ◆ Use suitable facilities to perform the delivery, parking or storage procedures for special air cargo ◆ Arrange suitable space, location and environment for special cargo ◆ Arrange suitable facilities and equipment to maintain the necessary environment for special cargo such as frozen environment or security requirements

	<ul style="list-style-type: none"> ◆ Issue guidelines to remind consignee or next service process of the equipment to be prepared ◆ Record or examine the handling process and procedures ◆ Report special condition to superior and keep documents on file
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to point out the processing work flow and procedures of different types of special cargo correctly; (ii) Capable to point out the documents and other special needs for different types of special cargo correctly; and (iii) Capable to arrange appropriate facilities and equipment to maintain the necessary environment for special cargo.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle live animals and perishable goods
2. Code	LOAFCT310A
3. Range	This unit of competency is applicable to airlines or air cargo terminals. Practitioners should be capable to handle air freight live animals and perishable goods effectively according to cargo type.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air freight live animals and perishable goods</p> <ul style="list-style-type: none"> ◆ Know about the requirements of aviation industry's freight standard in handling live animals and perishable goods ◆ Know about relevant countries' ordinances for import and export of live animals ◆ Know about the compatibility of different live animals and perishable goods ◆ Know about the requirements on carriage, time and space for live animals ◆ Know about types of perishable goods and their characteristics ◆ Know about the conditions for keeping fresh and alive ◆ Understand the required package, frozen temperature, container and unit load device ◆ Know about guides for loading and unloading live animals and perishable goods ◆ Know about the insurance requirements for live animals and perishable goods ◆ Understand types of live animal unit load devices and their characteristics

	<p>6.2 Handle air freight live animals and perishable goods</p> <ul style="list-style-type: none"> ◆ Understand the safety knowledge in handling live animals and perishable goods ◆ Check the requirements and guidelines of aviation industry's freight standard on special goods ◆ Choose suitable device to carry live animals according to the guidelines of aviation industry's freight standard ◆ Formulate carrier's liabilities with regard to the death of animals during delivery ◆ Provide different live animals with suitable carriage environment and activity space ◆ Collect and check animals' health certificate documents ◆ Understand from the shipper about the type and characteristics of the perishable goods ◆ Arrange suitable aircraft type for the shipment ◆ Arrange the delivery of live animals and perishable goods as early as possible ◆ Make carriage arrangement such as: <ul style="list-style-type: none"> • Checking temperature, air pressure and humidity • Electricity supply • Oxygen provision • Relevant recording instruments • Sealing ◆ Arrange inspections by notaries or veterinarians when necessary ◆ Complete documents or enter data into a computer system for record
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7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle live animals and perishable goods effectively according to cargo type, aviation industry's freight standard and company's operational standard.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle dutiable air cargo
2. Code	LOAFCT311A
3. Range	This unit of competency is applicable to freight forwarders, logistics companies or air cargo terminals. Practitioners should be capable to handle dutiable air cargo effectively according to cargo types.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of dutiable air cargo</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept and principles of import / export duty ◆ Understand dutiable cargo types, their handling process and steps ◆ Understand the documents, import / export licences and business documentations required for handling dutiable cargo ◆ Understand the operation of bonded warehouse ◆ Understand the storage time limit of bonded warehouse and dutiable cargo ◆ Understand the operation of open bonded warehouse ◆ Know the legislations related to dutiable cargo ◆ Understand the requirements for bonded warehouse exemptions </div> </div> <div> <div>6.2 Handle dutiable air cargo</div> <div> <ul style="list-style-type: none"> ◆ Handle dutiable cargo and other cargoes separately ◆ Submit dutiable cargo handling permit </div> </div>

	<ul style="list-style-type: none"> ◆ Store dutiable cargo in bonded warehouse or bonded area under supervision of customs ◆ Take record of the in/out and stock of the dutiable cargo ◆ Inform the customs authority of the condition regarding the in/out and stock of the dutiable cargo ◆ Contact the customs authority to check the bonded warehouse concerned ◆ Fill in correctly the documents required ◆ Contact the customs authority to handle the re-package and labelling of the cargo concerned ◆ Declare to the customs authority the inconsistencies between the actual stock and the record ◆ Submit the relevant record upon customs' enquiry ◆ Report to superior for any doubts
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to arrange dutiable cargo moving in and out of the bonded warehouse according to relevant customs procedures; and</p> <p>(ii) Capable to correctly fill in and handle documents according to relevant customs procedures, and to take record of them.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle air freight cancellation procedures
2. Code	LOAFCT312A
3. Range	This unit of competency is applicable to airlines and air freight agents. Practitioners should be capable to follow consignor's instructions to handle air freight cancellation procedures properly.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of air freight cancellation</div> <div> <ul style="list-style-type: none"> ◆ Understand air freight process and procedures ◆ Understand rights and responsibilities of different participants involved in air freight process ◆ Understand the reasons for air freight cancellation ◆ Know about the customs operation of related countries ◆ Understand the procedures and documentation required on air freight cancellation </div> </div> <div> <div>6.2 Handling of air freight cancellation</div> <div> <ul style="list-style-type: none"> ◆ Master the instructions of air freight cancellation ◆ Track the location of involved cargo and its conditions, such as whether it is undelivered, in-transit or being stored in freight stations, etc. ◆ Inform the company which owns the cargo to make arrangement for detention and non-delivery of cargo </div> </div>

	<ul style="list-style-type: none"> ◆ If the cargo is placed in restricted areas at airports or on board for delivery, consider the possibility of opening the container to retrieve the cargo ◆ If the cargo has been shipped overseas, consider whether it should be sent back to its country of origin ◆ Coordinate with relevant units (e.g. customs, airlines, etc.) according to designated procedures to retrieve cargo ◆ Contact consignor and discuss about charges incurred and the arrangement ◆ Follow instructions to arrange temporary storage of the cargo, return it to the consignor or dispose of it ◆ Keep record of the incident and file related documents, etc.
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to carry out cancellation procedures of air freight shipment according to consignor's request.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Verify that the air cargo complies with air cargo acceptance requirements
2. Code	LOAFCT313A
3. Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to verify whether the air cargo complies with air cargo acceptance requirements according to freight standard of the aviation industry.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air cargo acceptance</p> <ul style="list-style-type: none"> ◆ Understand the requirements of air cargo acceptance ◆ Understand freight standard of the aviation industry ◆ Understand functions of required documents and air waybill ◆ Understand requirements on air cargo package ◆ Understand requirements on air cargo labelling and signage ◆ Understand documents and delivery requirements of dangerous goods and special goods ◆ Understand functions of master/house air waybill ◆ Understand legislations and carrier's requirements on cargo delivery

	<p>6.2 Verify air cargo</p> <ul style="list-style-type: none"> ◆ verify documents, appearance and declaration details of cargo according to company guidelines and checklist to decide whether it is suitable for delivery ◆ Visually check the package, labels and markings of the cargo are appropriate ◆ Check that the package, labels and markings of the cargo are consistent with the attached documents ◆ Check the content of the air waybill ◆ Check the import/export documents necessary for the cargo ◆ Check that the cargo weight, volume, size and loading capacity meet the aircraft requirements such as its door size, etc. ◆ Check that special measures or equipment necessary for handling the cargo are provided
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to point out the reasons for delivery or non-delivery of the cargo according to freight standard of the aviation industry and relevant requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle unclaimed air cargo
2. Code	LOAFCT314A
3. Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to implement unclaimed cargo procedures properly according to consigner's instructions.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of handling of unclaimed air cargo</p> <ul style="list-style-type: none"> ◆ Understand air cargo delivery procedures ◆ Understand the procedures for collecting freight charges and liabilities ◆ Understand customs clearance procedures ◆ Understand reasons for unclaimed cargo such as: <ul style="list-style-type: none"> • Refusal to collect • Loss of waybill ◆ Understand law or company's requirements regarding cargo collection deadline ◆ Understand way of handling unclaimed cargo and procedures <p>6.2 Handling unclaimed air cargo</p> <ul style="list-style-type: none"> ◆ Understand from relevant persons the reason for the goods being unclaimed ◆ Seek opinion from consignor or its agent when necessary to understand handling method and procedures ◆ Perform stock taking, registration, and custody work ◆ For suspicious cases, inform customs or law enforcement bodies for investigation

	<ul style="list-style-type: none"> ◆ Adopt suitable handling method such as disposal, transfer to government departments or bodies, etc. according to company's operational procedures and classification of goods ◆ Calculate and collect related charges from relevant persons ◆ Pass to accounts department to handle
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle unclaimed air cargo according to consigner's instructions effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply security technology to help handle cargo transport security matters
2. Code	LOCUSS301A
3. Range	This unit of competency is applicable in all kinds of logistics and cargo transport companies. Practitioners should be capable to apply security technology to help the security service contractor handle cargo transport security matters.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of security technology</div> <div> <ul style="list-style-type: none"> ◆ Understand basic equipment for security technology generally used in the logistics industry ◆ Understand the warehousing security requirements for hi-tech commodities ◆ Understand the functions and characteristics of closed circuit TV, access control and sensor ◆ Understand the security system at entrances of the venue ◆ Understand the security standards, facilities and equipment required by regulators, certification bodies, industrial standards on cargo transport and relevant legislations </div> </div> <div> <div>6.2 Apply security technology</div> <div> <ul style="list-style-type: none"> ◆ Collect routine data recorded by the security system with regard to the actual venue and environment </div> </div>

	<ul style="list-style-type: none"> ◆ Master the characteristics of the company's logistics operation and cargoes and help suggest suitable security equipment for use ◆ Suggest to security service contractors/suppliers on the installation of security facilities such as closed circuit TV, access control and sensor, and their locations and points to note ◆ Use security monitoring system to help the security service contractor/supplier in daily security monitoring operation ◆ Help the security service contractor/supplier install anti-theft equipment and related electronic system, such as different kinds of sensors, cargo identification equipment, warehousing management system, etc. ◆ Help the security service contractor/supplier install staff identification and registration system ◆ Provide valuable cargo storage facilities that meet the security standards according to the operational policy of the company
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to help the security service contractor/supplier conduct security work and apply suitable security technology for a safer logistics operation according to the operational policy of the company and industrial standards.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement air freight security control procedures
2. Code	LOAFSS301A
3. Range	This unit of competency is applicable to logistics companies, airlines, air cargo terminals and freight forwarders. Practitioners should be capable to implement air freight security control procedures.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air freight security</p> <ul style="list-style-type: none"> ◆ Know the operation of freight security plan ◆ Understand the process of handling import, export and re-export air cargo ◆ Understand the measures and procedures for cargo security control ◆ Understand the system and requirements for cargo security monitoring ◆ Understand the content and format of related documents ◆ Understand the types of exempted cargo <p>6.2 Implement air freight security control</p> <ul style="list-style-type: none"> ◆ Visually check the appearance of cargo to judge whether there is any human interference ◆ Visually check the consistency between information attached onto the cargo and the freight document ◆ Fill in relevant documents or enter data into a computer as inspection record according to instructions and inspection results

	<ul style="list-style-type: none"> ◆ File the air freight security control records properly ◆ Implement contingency measures such as informing superiors and regulators, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to inspect air cargo and implement air freight security work according to procedures and requirements formulated by the enterprise and regulators; and (ii) Capable to visually check the cargo and point out any mistakes of information or human interference found.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Carry out monitoring system on the air cargo security procedures of consignors		
2. Code	LOAFSS302A		
3. Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to carry out monitoring procedure on the security procedures of the consignors.		
4. Level	3		
5. Credit	2 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Understand air cargo security monitoring system</div> <div> <ul style="list-style-type: none"> ◆ Know about the air freight security monitoring system set up by regulators, such as regulated agent regime <ul style="list-style-type: none"> • Function and concept of air freight security monitoring system • Rights and responsibilities of regulated agent, known consignor and regulator • Function and procedures of air freight security monitoring system ◆ Know about relevant local laws and international treaties ◆ Master channels to access to required document specimen for reference </div> </div> <div> <div>6.2 Implement the consignor monitoring system</div> <div> <ul style="list-style-type: none"> ◆ Confirm the identity of the consignor and arrange registration ◆ Ensure that the consignor makes security declaration when a business contract is made ◆ Prepare related statement and document for consignor to use </div> </div>		

	<ul style="list-style-type: none"> ◆ Inform relevant organizations of the consignor's identity and inform relevant consignor of the number allocated ◆ Ensure that the known consignor number is included in the shipping documents or other documents ◆ Keep relevant documents and records properly ◆ Re-confirm the known consignor's tasks regularly
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to follow the air freight security monitoring system, which is formulated by the regulator, to complete the verification process of the customer's identity; and</p> <p>(ii) Capable to check correspondence and documents and have them kept properly for future checking by regulators.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Understand different trading modes and their requirements on import, export and re-export documents
2. Code	LOCUIE301A
3. Range	This unit of competency is applicable to different kinds of logistics companies. Practitioners should be capable to understand different trading modes and their requirements on import, export and re-export documents.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of different trading modes</p> <ul style="list-style-type: none"> ◆ Understand the concepts of different trading modes, including import/export, re-export, various types of processing trade, compensation trade, trading between Taiwan and mainland China, e-trade, etc. ◆ Know about the trading mode of the Mainland China and its customs system ◆ Understand specific logistics processes involved in different trading modes, such as custom's supervision, warehousing arrangement, bonded arrangement, customer transfer arrangement, customer seal, joint inspection, etc. ◆ Understand freight process and documentation involved in different trading modes ◆ Understand organizations and government departments involved in different trading modes

	<p>6.2 Handle documents for different trading modes</p> <ul style="list-style-type: none"> ◆ Collect documents required from the shipper or its agent, such as agreement for transaction or processing, invoice, import, export or re-export permit and document, etc. ◆ Prepare freight documents to be issued by the company ◆ Check the documents according to the checklist ◆ Request the consignee to issue an appropriate and valid receipt for goods ◆ Prepare and handle customs clearance and declaration documents ◆ Prepare appropriate documents for storage, picking and delivery of cargoes under supervision according to the needs of the organizations or departments ◆ Urge customers and other companies or departments to provide documents required ◆ Submit documents required by the organizations or departments
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle import, export or re-export documents correctly according to different trading needs.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle insurance certificate and policy or related documents
2. Code	LOCUIL305A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to handle insurance certificate and policy or related documents legally and properly under instruction.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of legal requirements and operation of the insurance industry</p> <ul style="list-style-type: none"> ◆ Have basic understanding of the operation of the insurance industry, different roles of the insured, intermediary and insurance company as well as general insurance terms ◆ Capable to handle general documentation and filing duties ◆ Understand the use of general computer software or software used by the company ◆ Have basic understanding of the difference of insurance certificate and policy or related documents, their legal validity and importance ◆ Understand the latest legal requirements for showing the original copy of the insurance certificate or related documents, and understand the impact of violating relevant legislations

	<p>6.2 Handle insurance certificate and policy or related documents legally and properly</p> <ul style="list-style-type: none"> ◆ Verify the insurance certificate and policy or related documents according to the documents exchanged with the intermediary or insurance company ◆ Timely report to supervisors or handle properly the errors or omissions found during the verification ◆ Contact relevant departments to show the original copy of the insurance certificate or related documents at suitable place according to the company's operation so as to comply with the legal requirements ◆ Properly file documents which are not necessary to show according to legislations ◆ Use general computer software or software used by the company for file record or access
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle insurance certificate and policy or related documents legally and properly under instruction.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Conduct Electronic Data Interchange (EDI) in the industry and with customers
2. Code	LOCUEL302A
3. Range	This unit of competency is applicable to all logistics related enterprises. Practitioners should be capable to conduct data interchange electronically when interchanging logistics related documents with relevant units in the logistics industry.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic EDI knowledge</p> <ul style="list-style-type: none"> ◆ Understand the regular logistics procedures between the company and relevant units ◆ Understand the functions and roles of the company's website in e-logistics operation and electronic data processing ◆ Understand the suitable format for electronic document/data adopted by the company and relevant units ◆ Understand the workflow and transmission of electronic documents/data, method and technology for receiving or interchange, and security procedures and requirements for e-logistics operation between the company and relevant units ◆ Understand the legal responsibilities and risks of the e-logistics operation between the company and relevant parties

		<ul style="list-style-type: none"> ◆ Understand the common EDI standards, forms and technologies of the logistics industry, including: <ul style="list-style-type: none"> • Electronic Data Interchange (EDI) • Extensible Markup Language (XML) • Digital Trade and Transportation Network (DTTN) ◆ Master the EDI software used by the company ◆ Understand the compatibility of EDI standards, formats and technologies adopted by the company and relevant parties
6.2	Conduct EDI with relevant units	<ul style="list-style-type: none"> ◆ Process the electronic documents/data as required for the e-logistics operation according to the company's requirements and procedures ◆ Conduct relevant e-logistics procedures (e.g. processing of online order received via the corporate website) according to the requirements of the company and relevant units as well as procedures relevant to electronic security and electronic documents/data interchange and storage ◆ Input, transfer, transmit, store and release documents/data according to e-logistics procedures

	<ul style="list-style-type: none"> ◆ Send electronic data to relevant parties ◆ Convert the document/data to be interchanged with other units into suitable EDI standards and formats with special software used by the company, and send the converted electronic document to relevant units <ul style="list-style-type: none"> • Conduct electronic security procedures, such as input security code, log on identity verification, etc., according to e-logistics procedures ◆ Receive electronic data from relevant parties <ul style="list-style-type: none"> • Convert the electronic data into in-house format with special software used by the company in respect of different EDI standards adopted by the unit that send out the data ◆ Handle non-compatible data release, such as contacting the sender, converting interpretation software, seeking technical support, etc.
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to use special software used by the company to send, receive and interpret electronic data according to the EDI standards formats and technologies adopted by the company and relevant parties</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Design different kinds of computerized freight documents
2. Code	LOCUEL303A
3. Range	This unit of competency is applicable to all logistics related companies. Practitioners should be capable to design different kinds of computerized freight documents as required for relevant logistics procedures to enhance efficiency of operation.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of computerized document relevant to logistics operation</p> <ul style="list-style-type: none"> ◆ Understand the functions of computerized documents as required for daily logistics operation of the company or units ◆ Understand the information required for the completion of relevant computerized documents ◆ Understand the workflow of handling computerized documents and its relationship with relevant information systems of the company ◆ Understand the computerized document and software used by the company, their functions and limitations

	<p>6.2 Design computerized document templates used in daily logistics operation</p> <ul style="list-style-type: none"> ◆ Analyze the need and cost effectiveness of implementing computerized documentation according to the demand of individual companies and relevant units ◆ Design relevant document templates as required for different logistics procedures according to the requirements of individual companies and relevant units ◆ Compile guidelines and procedures for completing and issuing computerized documents ◆ Analyze the relevance and share ability of the input data with other documents ◆ Understand thoroughly views of the users and data input personnel on the use and effectiveness of computerized documents
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is :</p> <p>(i) Capable to design computerized freight documents as required for daily logistics operation according to the requirements of the company and relevant units and workflow of handling different computerized documents.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement e-commerce procedures for the logistics industry
2. Code	LOCUEL304A
3. Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to conduct different forms of e-commerce operation among relevant enterprises or units in the industry.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of e-commerce operation</p> <ul style="list-style-type: none"> ◆ Understand different types of e-commerce, including: <ul style="list-style-type: none"> • Business-to-customer e-commerce • Business-to-business e-commerce • Customer-to-customer e-commerce ◆ Understand the e-commerce relationship between the company and relevant units ◆ Understand which processes in the logistics operation are suitable to adopt e-commerce procedures ◆ Understand e-commerce procedures of the company, including: <ul style="list-style-type: none"> • Customer online and security • Customer data processing • Search management • Content and product/service catalogue management • Payment management • Workflow management • Special incident/ information notification

		<ul style="list-style-type: none"> ◆ Understand the information technology adopted in e-commerce operation conducted between the company and relevant units ◆ Understand the legal responsibilities and risks faced by the company and units when conducting e-commerce operation
	6.2 Implement e-commerce procedures among relevant units in the logistics industry	<ul style="list-style-type: none"> ◆ Adopt suitable technologies to conduct e-commerce operation between the company and relevant units according to their e-commerce relationship ◆ Ensure that the rank of the personnel responsible for e-commerce operation has the authority to do so ◆ Conduct electronic data/document interchange according to the operational instructions of e-commerce ◆ Maintain supplementary records of e-commerce operation
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to adopt suitable technologies to conduct e-commerce operation between the company and individual unit according to their e-commerce relationship.</p>	
8. Remarks		

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply air freight service web platform
2. Code	LOAFEL301A
3. Range	This unit of competency is applicable to air freight related companies. Practitioners should be capable to use public, private or self-developed web platforms in the logistics operation so as to enhance the effectiveness and reliability of the operation.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of logistics web platform</p> <ul style="list-style-type: none"> ◆ Understand the concept of web platform ◆ Understand the transport workflow and operation of the company ◆ Understand the importance of web platform to the transport workflow ◆ Understand the functions and working procedures of web platform ◆ Understand the privacy function and the level of access to document and information for web platform <p>6.2 Apply logistics web platform to the logistics operation</p> <ul style="list-style-type: none"> ◆ Use logistics web platform to prepare, transmit, release, upload, download and save general documents and information ◆ Use web platform for cargo tracking and market transactions in the industry ◆ Select and decide on the nature of individual web platforms, and level of data access, the identity of personnel receiving and handling data, and confidentiality of data for the platforms

	<ul style="list-style-type: none"> ◆ Record and save web platform operations ◆ Extend all data, results or feedback to in-house operation upon completion of the logistics operation ◆ Participate in training and workshops organized by logistics web platform service providers ◆ Obtain the latest information from web platform service providers and master its influence on daily operation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to use effectively the functions of web platforms and master the procedures of using the platform software; (ii) Capable to handle, transmit and analyze data relevant to the logistics operation on web platform according to the operational needs of the company; and (iii) Capable to make use of the web platform operation records in the in-house operation according to the operational needs of the company.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle general industrial accidents
2. Code	LOCUSH302A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to handle and provide proper support when an accident happens in a logistics workplace according to the code of practice and contingency measures formulated by the company with regard to the seriousness of the accident and immediate risks.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Industrial accidents commonly seen in the logistics industry</p> <ul style="list-style-type: none"> ◆ Understand types and causes of general industrial accidents, such as fall of person, crushing, contact with electricity, fire, burn, gas poisoning, explosion, contusion, injuries caused by manual handling operation, etc. ◆ Understand what accidents are more likely to happen in the logistic operation and their causes ◆ Understand ways of handling and preventing general industrial accidents, such as preventive measures, working guidelines, working permit system, emergency handling measures, safety management system, occupational safety and health scheme, personal protection facilities, etc. ◆ Understand contingency measures formulated by the company, such as the locations of fire fighting equipment and first aid box, emergency escape, etc.

	<p>6.2 Handle general industrial accidents</p> <ul style="list-style-type: none"> ◆ Collect relevant information to understand the seriousness of the accident and immediate risks when an accident happens, and make suitable decision according to the code of practice formulated by the company ◆ Handle general industrial accidents on site, including adopting appropriate and simple measures, and timely reporting to the management <ul style="list-style-type: none"> • Handle the matter internally immediately • Send casualty to hospital • Call the police • Emergency evacuation ◆ Handle the matter on site, such as making accurate report, filling out record, etc. according to company guidelines
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand types of general industrial accidents and accidents that are more likely to happen in the logistic operation, and their causes; and</p> <p>(ii) Capable to handle and arrange properly when an accident happens in a familiar working environment according to the code of practice and contingency measures formulated by the company with regard to the seriousness of the accident and immediate risks.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement occupational safety and health management system for the logistics industry
2. Code	LOCUSH303A
3. Range	This unit of competency is applicable to all logistics enterprises and units. Practitioners should be capable to effectively implement the occupational safety and health management system of the company.
4. Level	3
5. Credit	12 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of occupational safety and health management system</p> <ul style="list-style-type: none"> ◆ Possess the knowledge of occupational safety and health and understand its application ◆ Understand the safety responsibilities, including legal responsibilities, of logistics employees of all levels ◆ Understand the occupational safety and health management system of the company ◆ Understand occupational safety and health duties that need to be carried out in logistics related processes and workplaces ◆ Understand the occupational safety and health management system and its application in logistics workplaces ◆ Understand potential occupational safety and health risks in a logistics workplace

	<p>6.2 Implement occupational safety and health management system</p> <ul style="list-style-type: none"> ◆ Take different measures according to procedures and guidelines set out in the occupational safety and health management system, such as safety inspection, personal protection, preventive measures, etc., so as to provide a safe working environment ◆ Provide sufficient resources, information and training ◆ Perform different levels of duties by different ranks, including operation, supervision, inspection, recording, handling emergencies, etc. ◆ Implement the occupational safety and health management system of the company, including: <ul style="list-style-type: none"> • Carrying out the targets of the management system • Setting up management committee to conduct regular reviews • Implementing management system mechanism • Implementing monitoring mechanism • Establishing response system • Providing training in occupational safety and health management system for new employees • Supporting the work of the safety committee and working groups
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	<ul style="list-style-type: none"> ◆ Apply basic knowledge of occupational safety and health to conduct occupational safety and health management duties so as to reduce accidents, including: <ul style="list-style-type: none"> • Inspecting workplace safety • Checking the preventive measures • Assessing basic risks • Following up investigations on accidents • Assisting in launching safety promotion events • Conducting work hazard analysis • Organizing relevant group meetings
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to perform different duties according to the targets and procedures of the occupational safety and health management system of the company for the compliance of relevant legal requirements and for the occupational safety and health of employees.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Implement transport and storage management safety measures for dangerous goods
2. Code	LOCUSH305A
3. Range	This unit of competency is applicable to all logistics companies involving in dangerous goods delivery. Practitioners should be capable to assure the transport and storage safety of dangerous goods when implementing safe transport and storage management of dangerous goods.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of transport and storage management safety measures of dangerous goods</p> <ul style="list-style-type: none"> ◆ Understand the classification and characteristics of dangerous goods ◆ Understand internationally recognized signs, labels and markings for all kinds of dangerous goods ◆ Understand relevant documents and legal requirements for transporting and storing all kinds of dangerous goods ◆ Understand procedures for transporting and storing all kinds of dangerous goods ◆ Understand the contingency plan and measures for transporting and storing dangerous goods if an accident happens ◆ Understand factors of consideration for dangerous goods transport and storage, including transportation time, geographical environment, onshore support, etc.

	<p>6.2 Implement transport and storage management safety measures of dangerous goods</p> <ul style="list-style-type: none"> ◆ Understand safety measures, facilities and handling procedures for accidents related to dangerous goods transport and storage ◆ Understand the training in dangerous goods transport and storage, and the qualifications and licences required ◆ Select modes of transport carrier type, routing and personnel according to the international maritime dangerous goods code ◆ Decide whether particular types of dangerous goods can be stowed together and distribute them accordingly to different locations (e.g.in hold, on deck, etc.) of a container or carrier ◆ Select stowage locations for dangerous goods or their containers in their storage location, e.g. radioactive material warehouse ◆ Handle documents of dangerous goods and record the transport and storage of dangerous goods ◆ Follow the code of safety for dangerous goods transport and storage location, such as the no-smoking rule ◆ Report to superiors and take relevant contingency measures when an accident happens
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to strictly follow the procedures and code of practice for dangerous goods transport and storage to assure the transport and storage safety of dangerous goods; and (ii) Capable to implement relevant contingency plan/measures when an accident happens.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Act on requirements for logistics device and equipment maintenance
2. Code	LOCUSH306A
3. Range	This unit of competency is applicable to all asset-owning logistics enterprises. Practitioners should be capable to implement equipment management to assure transport and logistics service quality according to the equipment maintenance plan.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of maintenance of transport and logistic devices and equipment</p> <ul style="list-style-type: none"> ◆ Understand the importance of maintenance to devices and equipment ◆ Understand the importance of major equipment, such as transport, measuring and warehousing equipment, to logistics service quality ◆ Understand the use and maintenance of major transport and logistic equipment, and relevant legal requirements ◆ Master procedures and techniques for purchase of equipment, the appointment of repair and maintenance contractor and the contract management ◆ Master techniques for compiling procedures, schedules, working guidelines, repair and maintenance records, etc. ◆ Master basic statistics and data analysis

	<p>6.2 Implement transport and logistics device and equipment maintenance plan</p> <ul style="list-style-type: none"> ◆ According to the requirements of the device and equipment maintenance plan: <ul style="list-style-type: none"> • Compile repair and maintenance procedures and schedules • Deploy suitable personnel and resources for repair and maintenance • Establish a filing system to keep repair and maintenance records ◆ According to the requirements of guidelines, standards and technology for equipment use and maintenance, and guidelines for safe use of equipment and environmental protection <ul style="list-style-type: none"> • Formulate working procedures, format or forms of records • Supervise the repair and maintenance work ◆ Manage damaged and failed equipment <ul style="list-style-type: none"> • Conduct damage and failure investigation • Assess its impact on transport and logistics service quality • Take contingency or business resumption measures according to plan ◆ Assist in revising the repair and maintenance management plan <ul style="list-style-type: none"> • Assist in collecting data related to the maintenance costs, frequency of damage and failure, impact on service quality, and staff members' ability, etc.
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to elaborate the impact of transport and logistics equipment on service quality; (ii) Capable to carry out repair and maintenance systematically to assure the transport and logistics service quality; (iii) Capable to compile repair and maintenance procedures and schedules, working procedures, and format or forms of records; and (iv) Capable to manage damaged and failed equipment to assure the continuity of service.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle issues on quality of transport and logistics services
2. Code	LOCUQM301A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to handle issues on quality of transport and logistics services when carrying out quality management duties.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Format and ♦ Understand the concept of quality content emphasis management of the quality ♦ Master the application of management assurance report concept to control service quality for transport and ♦ Understand the company's quality logistics services management scheme, including:</p> <ul style="list-style-type: none"> • Quality management system, policy and targets • General duties of quality management committee • Quality management education and training <p>♦ Understand procedures and methods for the execution of transport and logistics services</p> <p>♦ Understand staff's rights and obligations, and their modes of communication in each process of transport and logistics services</p>

		<ul style="list-style-type: none"> ◆ Understand channels and means used by customers to give their feedbacks ◆ Understand the means for measuring, assuring and recording the quality of transport and logistics services ◆ Understand the format and emphasis within the content of the quality assurance report on transport and logistics services ◆ Master basic statistical and data processing techniques ◆ Master methods and tools for analyzing service quality, such as array diagram, cause-effect diagram
6.2	Handle all kinds of issues and problems concerning service quality	<ul style="list-style-type: none"> ◆ Follow the quality management scheme in order to execute quality assurance system, master the assurance specification, strictly examine the major control points of each service procedure, record all quality related issues, such as quality level for each action, non-compliance with regulations, errors, defects, deviation, excesses or shortfalls and other causes, etc. ◆ Quantify issues and problems on quality management so as to provide sufficient data or information to produce the quality assurance reports ◆ Compile quality assurance reports and analyze the causes of quality problems ◆ Determine whether the quality conditions need further action ◆ Recommend remedial measures to improve service quality

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to refer to the quality management scheme to systematically examine the major emphasis of quality control in each procedure of the service, and record any conditions that are relevant to the service quality; and (ii) Capable to examine each working procedure, quantify quality management issues and problems and compile quality assurance reports for the management.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Implement quality management training program
2. Code	LOCUQM302A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to assure staff quality by assisting in the implementation of quality management courses and training programs for transport and logistics services.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Techniques for ♦ Understand the concept of quality human resources management management and ♦ Understand the importance of human program resources and manpower quality within management its quality management system</p> <p>♦ Possess knowledge of the company's human resources policy in its quality management system</p> <p>♦ Recognize competency specifications for the transport and logistics industry</p> <p>♦ Understand the company's logistics operation</p> <p>♦ Understand the requirements of monitoring organizations and the legal requirements for training of existing staff and new staff</p> <p>♦ Master the management techniques required for implementing training courses and programs</p>

	<p>6.2 Implement training courses and programs</p> <ul style="list-style-type: none"> ◆ Implement basic quality management courses and training program according to the human resources development plan of individual companies' quality management systems so as to assure the quality of transport and logistics services <ul style="list-style-type: none"> • Assist in the planning and design of basic quality training courses • Assist in formulating the procedures and duration for training programs • Assist in preparing materials for training programs • Implement basic quality management courses • Conduct training course assessment ◆ Identify suitable organizations to offer relevant quality management courses and programs according to the human resources development plan of individual companies' quality management system <ul style="list-style-type: none"> • Assist in searching for suitable training organizations • Assist in identifying suitable courses or training programs • Communicate with training organizations • Assist in assessing suitable training organizations ◆ Review the course effectiveness <ul style="list-style-type: none"> • Capable to make use of questionnaires to collect opinions from trainees on courses • Capable to assist department heads to monitor trainees' progress after training
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	<ul style="list-style-type: none"> ◆ Establish file systems to systematically maintain suitable records for aspects on training, skills and experiences ◆ Submit training information and record to monitoring organizations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to elaborate the competency specifications of the transport and logistics industry in a simple way; (ii) Capable to assist in the planning and design of basic quality training courses; (iii) Capable to effectively implement basic quality training courses and programs; and (iv) Capable to systematically maintain suitable records for aspects on training, skills and experiences.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Implement environmental management procedures
2. Code	LOCUQM303A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable implement environmental management duties based on the quality management system of transport and logistics services, and be capable to assist in controlling and supervising the procedures of environmental management work flow, as well as the monitoring and recording of environmental performance.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of environmental management system and environmental validation</p> <ul style="list-style-type: none"> ◆ Understand the concept of environmental management ◆ Understand the company's environmental system ◆ Understand the impact of the work flow of environmental management on environment ◆ Understand the work flow of and environmental requirements for transport and logistics services, including international, national and local legal control, code of practice, standards and specifications, etc. ◆ Understand the format and emphasis within the content of the environmental performance record of transport and logistics services

		<ul style="list-style-type: none"> ◆ Master the use of common environment monitoring instruments for the transport and logistics industry ◆ Master basic statistical and data processing techniques
6.2	Environmental management work and monitoring procedures	<ul style="list-style-type: none"> ◆ Understand the environmental management work flow and requirements regarding transport and logistics, and relevant international standards ◆ Carry out relevant environmental management work and monitoring procedures for transport and logistics services under supervision according to the company's instructions and relevant international specifications ◆ Carry out environmental performance assessment and record the results according to procedures and requirements ◆ Fill out the test report according to procedures and requirements ◆ Set up file management and control system ◆ Timely report to superiors and relevant units any problems related to environmental performance

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately follow instructions and relevant international standards to carry out environmental management work and monitoring procedures; (ii) Capable to carry out environmental performance assessment, record the results and fill out assessment reports according to procedures and requirements; and (iii) Capable to systematically maintain files and records of environmental management system.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Test and calibrate measuring equipment
2. Code	LOCUQM305A
3. Range	This unit of competency is applicable to all logistics enterprises with measuring equipment. Practitioners should be capable to test and calibrate major equipment that affects the quality of transport and logistics services.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of management for transport and logistics service quality as well as for measuring equipment</p> <ul style="list-style-type: none"> ◆ Understand the concept of quality management ◆ Familiar with the company's quality management system, policy and targets ◆ Understand the impact of major measuring equipment, such as those on weight, length, temperature, time, direction, speed, etc., on the quality of transport and logistics services ◆ Familiar with the standards and relevant legal requirements for testing, calibration and adjustment, etc. of major measuring equipment used in transport and logistics services ◆ Understand local and international standards and methods for testing and calibration of each kind of measuring equipment ◆ Master statistical technology, analysis for uncertainly and their expression

	<p>6.2 Test and calibrate measuring equipment</p> <ul style="list-style-type: none"> ◆ Define the target for testing and calibration of major measuring equipment according to their impact on the quality of transport and logistics services ◆ Formulate testing and calibration plan according to internationally recognized methods and standards for testing and calibration <ul style="list-style-type: none"> • Adopt suitable measuring equipment and resources • Train or employ suitable or qualified people or approved contractors • Schedule the time and frequency for testing and calibration • Establish file system, and maintain testing and calibration record • Assess the result of testing and calibration of the equipment and its applicability ◆ Assist in formulating procurement specifications for measuring equipment
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to elaborate clearly the impact of each measuring equipment on quality of transport and logistics service; (ii) Capable to compile management proposals for testing and calibration of measuring equipment; (iii) Capable to interpret the content of testing and calibration reports; and (iv) Capable to systematically conduct testing and calibration of measuring equipment.
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Air Freight & Express)

Competency Level 4

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Monitor the performance of contractors
2. Code	LOCUOM401A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to monitor the services of contractors effectively and urge them to provide services of acceptable standard.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic requirements for monitoring contractors</p> <ul style="list-style-type: none"> ◆ Understand the concepts of contract, the key performance index and the standard operational procedures, and their application ◆ Understand the workflow of the service or procedures to be contracted out ◆ Understand the terms of the contract agreed between the company and the contractor, and the rights and obligations of both parties ◆ Understand the management and operation of contractors, such as their management structure, financial position, staff competency and quality management system ◆ Master the methodologies and techniques for measuring and analyzing the key performance index ◆ Master the process and criteria for formulating the key performance index and the standard operational procedures

		<ul style="list-style-type: none"> ◆ Master the methodologies and techniques in basic statistics and quantitative analysis ◆ Master the methodologies, means and techniques for collecting and reporting information and data ◆ Understand the function of penalty clause of the contract and their implementation procedures
6.2	Monitor the performance of contractors	<ul style="list-style-type: none"> ◆ Formulate the key performance index and the standard operational procedures according to contract terms and provisions ◆ Establish appropriate mechanism and process to measure and analyze relevant information and data; work out the figures of the key performance index ◆ Measure and collect the data of the key performance index and the standard operational procedures and report them to superiors at intervals and at stages according to contract terms and provisions ◆ Receive customers' complaints and feedback on the services of contractors ◆ Recommend awards or penalties for contractors according to contract terms and provisions, and their performance ◆ Participate in formulating the criteria for staff performance and competency assessment, and conduct site visits and spot-checks ◆ Conduct investigation ◆ Understand and compare the service standards if a number of contractors are employed

	<ul style="list-style-type: none"> ◆ Compile reports to the management to illustrate the performance of contractors and make appropriate recommendations ◆ Examine whether contractors have implemented the recommendations for service improvement, and report to superiors
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to select the most efficient contractor or to urge the current contractors to improve their services according to the procedures and requirements of the company, and the service standard of contractors; and</p> <p>(ii) Capable to compile reports to illustrate the performance of contractors to the management and made appropriate recommendations according to actual situations.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Design and prepare tenders
2. Code	LOCUOM402A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to design and prepare tenders according to the needs of individual projects and the allocation of jobs among participating partners and units.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of designing and preparing tenders</p> <ul style="list-style-type: none"> ◆ Understand the resources, capability and strengths of the company ◆ Understand the company's participation in different processes of the logistics operation ◆ Understand the special technological requirements in different processes stated in the tender, such as specified professional qualifications, trade standards and licences, etc. ◆ Understand the requirements of individual projects ◆ Understand the actual situation of the market for logistics services and relevant providers ◆ Understand the concepts of insurance, tender documents and tenders ◆ Understand tender format and layout ◆ Master the general trade terms, abbreviations, and technical terms of the logistics industry and understand some legal terms related to the industry

	<p>6.2 Design and prepare tenders</p> <ul style="list-style-type: none"> ◆ Carefully read the detailed requirements stated in the tender documents for individual projects; analyze and understand the special technological requirements and the need for special services ◆ Understand the allocation of jobs among participating partners and units based on the instructions of superiors ◆ Carefully re-read relevant details and requirements stated in the tender documents with reference to the area of work of each participating party and unit, and design and prepare tenders in response to such requirements ◆ Work with other participating partners and units in preparing the tender so as to avoid overlapping of the content and to ensure good organization of all parts ◆ Examine the whole tender to ensure that all the requirements are met ◆ Emphasize the company's strengths in the tender so as to increase the chance of winning the bid
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the allocation of jobs among participating partners and units based on the instructions of superiors; understand the requirements stated in the tender documents with reference to its own area of work; and design and compile tenders; and</p> <p>(ii) Capable to work with other participating partners and units in preparing the tender so as to avoid overlapping of the content and to ensure good organization of all parts.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Prepare proposals
2. Code	LOCUOM403A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to understand the internal or external projects or unsolved problems facing the company and to submit proposals to superiors, business partners or customers.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge and techniques of preparing proposals</p> <ul style="list-style-type: none"> ◆ Understand the problems or projects to be dealt with by the proposal ◆ Understand the target audience of the proposal ◆ Have a better understanding of the logistics market and its future development ◆ Understand the company's operation and work process in logistics and cargo transport ◆ Understand the business policy, development direction and resources of the company ◆ Have a better understanding of the business operation of the company, including business scope, operation, process, price, and the work area of different departments ◆ Master the details and nature of the project, its need for services and relevance to the company's business, and the present and future challenges

	<ul style="list-style-type: none"> ◆ Understand the techniques of preparing proposals and have good writing skills ◆ Master the general trade terms, abbreviations, and technical terms of the logistics industry and understand some legal terms related to the industry ◆ Understand the format and layout of a proposal
6.2 Prepare proposals	<ul style="list-style-type: none"> ◆ Collect background information, documents and data relevant to the project, including concepts, plans, expenditures and identification of means of collecting information ◆ Analyze the focus of a project or a problem ◆ Analyze the benefits of the proposed project brought to the company ◆ Prepare the details of the proposal according to specified requirements and formulate implementation plans, including design of process, characteristics of the project and implementation methods, schedules, manpower deployment, financial budget and expected outcomes ◆ Liaise with different departments to discuss the details of the proposal, and make modifications if necessary ◆ Compile relevant proposals

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to collect information and data, to analyze the projects or unsolved problems and to make recommendations accordingly; and (ii) Capable to work with other departments or partners to prepare proposals and formulate implementation plans.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Represent the company to perform obligations in trade associations and liaise with relevant organizations
2. Code	LOCUOM404A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to represent the company to perform obligations in trade associations and liaise with relevant organizations.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of trade associations and relevant organizations</p> <ul style="list-style-type: none"> ◆ Understand the development and status of the industry ◆ Understand the concept of interest groups and their roles in the industry ◆ Understand the operation and market situation of the industry ◆ Understand the aims, structure and terms of reference of the trade associations, academic societies and advisory bodies in the industry, and their relationships with the government and other relevant organizations ◆ Understand the obligations of an enterprise of joining the above-mentioned organizations ◆ Master the channels or mechanisms for collecting staff views ◆ Master the development direction of the industry

	<p>6.2 Perform obligations in trade associations and liaise with relevant organizations</p> <ul style="list-style-type: none"> ◆ Understand the new policies of the present or future government and their merits and demerits, and the impact on the industry or the company ◆ Solicit the views of the company management, and the staff from other levels on specific issues or policies ◆ Establish channels or mechanisms to collect staff views regularly ◆ Establish channels or mechanisms to release the news of trade associations to staff ◆ Represent the company to attend meetings of relevant trade associations/organizations or perform obligations in the capacity of member, president or secretary ◆ Represent the company to attend the annual general meeting and other meetings ◆ Represent the company to express the views on present or new policies ◆ Represent the company and the industry to make constructive recommendations or options to the government or stake-holders ◆ Represent the company and relevant organizations to negotiate or fight for their interests ◆ Express the views in the interest of the company and the industry ◆ Maintain liaison with relevant organizations and groups, and solicit their views
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	<ul style="list-style-type: none"> ◆ Compile views, recommendations or position papers ◆ Respond to enquiries and criticisms from members, external bodies and the media ◆ Attend the activities or ceremonies of relevant organizations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to represent the company to join the trade associations and their activities and perform obligations as a member; (ii) Represent the company to join the trade associations and express the views as a member; and (iii) Capable to establish bilateral communication channels for the company staff and the trade associations.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Settle labour disputes in a company
2. Code	LOCUOM405A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to master negotiation skills based on the law and the knowledge of human resources management so as to narrow the differences between employers and employees, and settle labour disputes peacefully.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of labour disputes</p> <ul style="list-style-type: none"> ◆ Understand the operation and market situation of the logistics industry ◆ Understand the supply and demand, training and quality of the manpower in the logistics industry and relevant sectors ◆ Understand the concept and theory of human resources management and industrial relations ◆ Understand the employment law, such as “Labour Relations Ordinance” ◆ Understand the coordination of human resources management and operating capability ◆ Master the methodologies and techniques for analyzing labour disputes, including their background and causes ◆ Understand the terms and conditions of the employment contract ◆ Understand the concepts of trade unions, workers’ campaigns and labour relations ◆ Understand basic negotiation skills ◆ Have good communication skills

	<p>6.2 Handle labour disputes</p> <ul style="list-style-type: none"> ◆ Understand the roles of the government in labour disputes and the way to solicit support ◆ Understand the causes and impact of the labour disputes ◆ Understand the impact of the labour disputes on the company's logistics and freight services ◆ Analyze possible development of the disputes and the consequences ◆ Analyze the short- and long-term impact on the company if the disputes cannot be settled timely ◆ Analyze the benefit or staff conflicts caused by the disputes ◆ Understand the stance and the bottom line of the company management ◆ Understand and analyze the conditions, demands and grievances of employees ◆ Assess whether the claims of employees are reasonable, lawful and appropriate ◆ Assess whether the claims of employees are based on the principle of fairness ◆ State the position and limitations of employers and reflect the demands of employees to the management ◆ Identify the common grounds that can be negotiated and agreed by both sides ◆ Prepare short-term plans to minimize the impact on customers and other parties ◆ Prepare relevant solutions ◆ Apply negotiation skills in the talks with employees so as to arrive at a consensus ◆ Solicit views or support from government departments or labour groups ◆ Compile reports to illustrate and reflect on the labour disputes
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze the differences between employers and employees and the impact on different parties with reference to individual cases; (ii) Capable to facilitate the communication between the staff side and the management side so as to narrow their differences and identify the common grounds that can be negotiated and agreed by both sides; and (iii) Capable to prepare effective solutions for settling labour disputes and compile reports to illustrate and reflect on the disputes.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Establish technical indicators for logistic machinery equipment
2. Code	LOCUOM406A
3. Range	This unit of competency is applicable to companies with logistic machinery. Practitioners should be capable to establish appropriate, effective and objective technical indicators for the company so as to manage the machinery in a more cost-effective way.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of managing logistics machinery equipment</p> <ul style="list-style-type: none"> ◆ Master the types and functions of logistics machines ◆ Master the concept of managing logistics machinery and its roles in logistic operation ◆ Master the characteristics of managing logistics machinery, such as the life cycle, investment return and technological development of machines ◆ Master the types of technical indicators for logistics machinery and their calculations ◆ Master the methods of collecting and analyzing relevant data of logistics machinery ◆ Understand matters related to the operation and possession of logistics machinery, such as licensing, legislations, occupational safety and health, environmental protection or trade standards

	<p>6.2 Establish technical indicators for logistics machinery equipment</p> <ul style="list-style-type: none"> ◆ Select appropriate technical indicators for different types of logistics machines ◆ Formulate some basic technical indicators, such as, failure rate, utilization period, availability rate, idling rate and cost effectiveness ◆ Formulate specific technical indicators for a certain type of logistic machine ◆ Analyze the validity of technical indicators ◆ The validity of using and analyzing technical indicators ◆ Test the validity and practicality of technical indicators ◆ Collect views and feedback from the staff who operate the machines, including operators and supervisors ◆ Revise the standards of technical indicators ◆ Record the operational data of logistic machinery ◆ Compile reports on the efficiency of logistics machinery
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> (i) Formulate technical indicators according to the logistics machinery in possession and the business policy of the company so as to maximize the utilization of machinery; (ii) Capable to collect the operational data and information of logistics machinery; and (iii) Capable to compile evaluation reports on technical indicators for machinery.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Monitor the performance of suppliers		
2. Code	LOCUOM407A		
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to monitor effectively the quantity and quality of items and tools provided by suppliers according to supplies contracts.		
4. Level	4		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic requirements for monitoring suppliers</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept of contract, its components and the rights and obligations of both parties ◆ Understand the mechanism for evaluating, inspecting and controlling the quality of items and tools ◆ Understand the minimum requirements for the items and tools, and relevant quality inspection ◆ Understand the contract terms agreed between the company and vendors, and the rights and obligations of both parties ◆ Understand the management and operation of vendors, such as their management structure, financial position, supply process and quality management system ◆ Master the major methodologies and techniques for evaluating and analyzing the items and tools ◆ Understand the procedures and criteria for evaluating the quality of items and tools </div> </div>		

		<ul style="list-style-type: none"> ◆ Master the methodologies and techniques used in basic statistics and quantitative analysis ◆ Master the methodologies, channels and techniques for collecting and reporting information and data ◆ Understand the functions of penalty clause of the contract and their implementation procedures
6.2	Monitor the performance of suppliers	<ul style="list-style-type: none"> ◆ Formulate the plan of accessing the items and tools according to contract terms and provisions ◆ Establish appropriate mechanism and process to evaluate and collect the data of the quality of items or tools ◆ Evaluate and collect the data of the quality of items or tools and report them to superiors at intervals and at stages according to contract terms and provisions ◆ Receive departments' complaints and feedback on the items and tools ◆ Recommend awards or penalties for vendors according to contract terms and provisions, and their performance ◆ Participate in formulating the criteria for assessing the competency standards of vendors ◆ Conduct spot checks and investigation ◆ Understand and compare their service standards if a number of suppliers are involved

	<ul style="list-style-type: none"> ◆ Compile reports to illustrate the performance of suppliers to the management; make appropriate recommendations and follow up the matters ◆ Examine whether suppliers have implemented the recommendations for service improvement, and report to superiors
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to monitor effectively the performance of suppliers according to the procedures and requirements of the company and to ensure that the quality and quantity of the items and tools and the delivery schedule comply with the contract; and</p> <p>(ii) Capable to compile reports to illustrate the performance of suppliers to the management according to actual situation; to make appropriate recommendations and follow up the matters.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply simulation technique to test efficiency of operation	
2. Code	LOCUOM408A	
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to apply simulation technique to analyze the flow of large-scale cargo operation and use the result of analysis to improve the flow of cargo operation.	
4. Level	4	
5. Credit	9 (for reference only)	
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of simulation technique for testing</p> <ul style="list-style-type: none"> ◆ Make plans for various long-term repetitive logistics procedures and compare the efficiency and costs of different operation modes so as to optimize the logistics procedures ◆ Understand the standard logistics mode of the company, such as the procedures of loading, access and transport ◆ Master the concepts of statistics, probability and distribution of various kinds of data ◆ Understand the latest mode of operation of the industry and its major advantages and disadvantages ◆ Master the concepts, theories and techniques of Workflow Analysis and Work Study ◆ Understand software of modelling analysis in the market 	

	<p>6.2 Apply simulation technique to test operation</p> <ul style="list-style-type: none"> ◆ Know how to judge and use the result generated from the software of modelling analysis ◆ Formulate the course, sequence and time needed for existing or proposed logistics procedures ◆ Divide the logistics process into procedures for critical path analysis or other operational analysis ◆ Use statistical methods to find out necessary parameters or input data ◆ Make logical assumption and use suitable mathematical modelling and random method ◆ Use suitable computer software for modelling operation ◆ Try modelling operation based on different assumptions or mathematical modelling types ◆ Use the result of simulation operation to analyze whether the efficiency has been improved ◆ Compile reports to illustrate the result of analysis
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to work out simulation operation for complex logistics procedures; (ii) Capable to use computer software for simulation operation and analyze the result; and (iii) Capable to compile reports to illustrate the result of analysis.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate standard operational procedures
2. Code	LOCUOM409A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to use standard operational procedures to illustrate daily logistics and transport activities and their work process.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of standard operational procedures</p> <ul style="list-style-type: none"> ◆ Understand the concept, function and application of standard operational procedures ◆ Understand the method and techniques for audit of operation according to standard operational procedures ◆ Understand the logistics operation and actual workflow of the company ◆ Understand the authority and responsibilities of different stakeholders in the operation flow ◆ Understand the areas in handling cargoes, documents, data and capital ◆ Master the general trade terms, abbreviations and technical terms of , and legal terms relevant to the logistics industry ◆ Master the analytical method of the procedure flow

	<p>6.2 Formulate standard operational procedures</p> <ul style="list-style-type: none"> ◆ Analyze procedures and steps relevant to the logistics or transport operation ◆ Analyze jobs positions and duties relevant to the logistics or transport operation ◆ Classify the workflow systematically or divide it into different stages ◆ Use procedure flow analysis to illustrate by words and/or diagrams the policy, steps and documentation involved in logistics or transport procedures ◆ Compile workflow manual for relevant staff's reference
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to formulate standard operational procedure for logistics and transport activities and procedures, and use it as the basis of operational standard.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement contingency procedures
2. Code	LOCUOM410A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to base on corporate operational procedures and contingency procedures to minimize effectively losses suffered by the company, customers and business partners and to resume normal operation as soon as possible.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of contingencies</p> <ul style="list-style-type: none"> ◆ Understand the operational modes, stages and working procedures of and contingencies likely to happened in the logistics operation ◆ Understand the requirements and modes of operation of various business partners and relevant government departments ◆ Understand the effects of the following contingencies on operation: typhoon, explosion, fire disaster, power failure, mechanical and computer failure, strike, embargo, earthquake, etc. ◆ Understand the channels of acquiring relevant contingency guidelines ◆ Understand the trigger mechanism of relevant contingency procedures ◆ Understand the operational system, reporting arrangement, structure of authority and responsibility and form of communication

	<p>6.2 Implement contingency procedures</p> <ul style="list-style-type: none"> ◆ Receive trigger message for relevant contingency procedures ◆ Deploy manpower and resources according to the contingency procedures ◆ Classify handling level, such as that of preparation, halt of operation and evacuation, according to the contingency procedures ◆ Liaise with people affected, cargo owners, business partners, etc. to report on the situation ◆ Compile records and circulate documents ◆ Implement contingency procedures according to legislations, regulators' requirements and standards, and occupational safety and health requirements ◆ Report to the higher authorities on special conditions
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to implement contingency procedures for different situations; and</p> <p>(ii) Capable to implement relevant process correctly according to the contingency procedures.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement financial analysis and cost control
2. Code	LOCUOM411A
3. Range	This unit of competency is applicable to all kinds of transport and logistics companies. Practitioners should be capable to conduct financial analysis and cost control in order to optimize the use of capital and enhance cost effectiveness of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of financial analysis and cost control</p> <ul style="list-style-type: none"> ◆ Understand the content of financial statement and the implication of data ◆ Be familiar with analysis of different ratios, such as liquidity ratio, turnover time for account receivable, ratio of assets and liabilities ◆ Master the principles and techniques of financial comparison analysis, such as financial statement comparison and trend analysis ◆ Understand the characteristics of financial turnover in the logistics industry ◆ Understand the workflow and cost structure of logistics ◆ Understand the composition and type of logistics costs, such as fixed cost, variable cost relevant to transport volume or distance ◆ Be familiar with cost control, standard cost formulation, cost responsibility system, etc.

	<p>6.2 Implement financial analysis and cost control</p> <ul style="list-style-type: none"> ◆ Formulate system and workflow for the financial statement of the company, and collect financial information regularly ◆ Analyze financial and business situation of the company ◆ Calculate and analyze financial ratios, such as profitability and liabilities ratio ◆ Monitor change of different costs ◆ Analyze composition and change of cost ◆ Discuss with relevant managerial staff and financial control staff on cost control measures ◆ Explain the purpose and measures of cost control to the influenced units ◆ Compile reports to illustrate the formulation and implementation of cost control measures
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze financial or cost issues relevant to logistics and transport according to financial and account information; (ii) Capable to communicate with the financial and accounting departments of the company and implement cost control measures; and (iii) Capable to compile reports to illustrate the formulation and implementation of cost control measures.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage capital and financial matters
2. Code	LOCUOM412A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to master knowledge of financial management, to analyze issues concerning various types of financial statement, and, according to the analysis, to formulate a financial management plan in the best interests of the organization.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of financial management</p> <ul style="list-style-type: none"> ◆ Understand the workflow and procedures of transport and logistics operation ◆ Understand the management of capital and financial matters in the transport and logistics industries ◆ Understand the concept of financial management, including: <ul style="list-style-type: none"> • Financial management objectives • Functions of financing market ◆ Master the concept, tools and methods of financial statement analysis, including: <ul style="list-style-type: none"> • Statement of assets and liabilities • Profit and loss statement • Cash flow statement and ratio analysis • Forecast report • Financial planning and forecast ◆ Understand the concept and methods of asset estimates, including: <ul style="list-style-type: none"> • Investment principles • Net present value

	<ul style="list-style-type: none"> • Discounted pay back period • Internal rate of return • Profitability index ◆ Understand the calculation of project cash flow, including: <ul style="list-style-type: none"> • Relevant cash flow • Incremental cash flow • Operating cash flow ◆ Understand the concept and analysis of risk and return, including: <ul style="list-style-type: none"> • System risk and non-system risk • Relationship between risk and forecast return
	<p>6.2 Formulate financial management plan</p> <ul style="list-style-type: none"> ◆ Master financial statement analysis ◆ Formulate capital estimates ◆ Calculate project cash flow ◆ Forecast project risk and return ◆ Understand corporate financial policy and work out financial planning according to the policy <ul style="list-style-type: none"> • Control the process of business cycle and cash flow • Master cash estimates ◆ Formulate working capital management <ul style="list-style-type: none"> • Control the cash income and expenditure • Formulate credit policy and analysis
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to analyze issues concerning various types of financial statement, and, according to the analysis, to formulate an effective financial management plan.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Check and enhance transport efficiency
2. Code	LOCUOM413A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to use effective ways to check and enhance transport efficiency.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of transport efficiency</p> <ul style="list-style-type: none"> ◆ Understand the concept and measurement of transport efficiency ◆ Master cost-effectiveness analysis and income management ◆ Master the basic analytical method of operational research and statistics ◆ Understand major tools for transport and their operation, such as carrier, power or fuel, loading/unloading, berthing, etc. ◆ Understand cost analysis in economics, such as the concepts of marginal cost and economies of scale ◆ Understand different types of transport cost and their analyses ◆ Understand the analysis of accounting cost, economic cost and cost ratios ◆ Understand the transport operation arrangement of the company ◆ Master the concept of cost effectiveness ◆ Master the principles, methods and techniques for checking transport efficiency

	<p>6.2 Check and enhance transport efficiency</p> <ul style="list-style-type: none"> ◆ Master the principles, methods and techniques for measuring and calculating transport efficiency ◆ Collect data relevant to transport efficiency, such as various types of cost, under-utilization, empty haul, idling rate, etc. ◆ Select suitable performance indicators as basis of transport efficiency measurement or calculation ◆ Apply different methods to measure and calculate transport efficiency ◆ Analyze data, reports, incident reviews, etc. and assess the efficiency of relevant transport operation ◆ Use concepts like benchmarking, operation standards and break-even point to help conduct the assessment and analysis ◆ Assess the needs of space enhancement ◆ Work out proposals to reduce costs or enhance efficiency ◆ Assess the feasibility of different proposals ◆ Fill in transport efficiency report ◆ Compile feasibility reports on transport efficiency enhancement
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable and effective performance indicators as basis of transport efficiency measurement or calculation; (ii) Capable to analyze and assess the transport efficiency of the company; and (iii) Capable to compile reports to illustrate the feasibility of enhancing transport efficiency.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Establish and maintain relationship with business partners
2. Code	LOCUOM414A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to establish and maintain good relationship with business partners according to the operation policy and future development of the company so that both parties could share the benefit of synergy
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Different forms and types of corporation with business partners</p> <ul style="list-style-type: none"> ◆ Master the concept and application of games theory ◆ Understand different forms and types of cooperation with business partners ◆ Understand long- and short-term cooperation relationship with business partners ◆ Understand the role of business partners in the logistics and supply chain ◆ Understand the competitiveness of the business partner in the market ◆ Understand the importance of communicating and sharing information with business partners <p>6.2 Establish relationship with business partners</p> <ul style="list-style-type: none"> ◆ Make business agreement or contract with service and product suppliers in accordance with the operation policy and long-term development of the company ◆ Explain to the business partner the plans of the company or the market trend to maintain good cooperation relationship

	<ul style="list-style-type: none"> ◆ Assess the cooperation and synergy with the business partner and use them as factors of consideration when formulating bargaining strategies ◆ Assess the competitive edge of the potential business partner in the market of the trade and use it as a factor of consideration ◆ Establish good communication channel to share market/corporate information with business partners ◆ Participate in social functions held by business partners ◆ Design corporate souvenirs as gifts to business partners
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze synergy of the business partner in logistics and supply chain and assess the cooperation relationship with the partner, and use them as factors of consideration in maintaining long-term cooperation; and</p> <p>(ii) Capable to assess the cooperation and synergy with the business partner and establish communication channel to share market/corporate information with the business partner.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Manage process of calling for tenders		
2. Code	LOCUOM415A		
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to manage the process of calling for tenders according to the business policy of the company and legal requirements.		
4. Level	4		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of calling for tenders</div> <div> <ul style="list-style-type: none"> ◆ Understand tendering procedures and requirements ◆ Understand the methods and techniques for designing and compiling tendering documents ◆ Master the ways of tendering, such as invited tender or open tender ◆ Understand the legislations relevant to tendering ◆ Understand the importance of the confidentiality of tendering procedures </div> </div> <div> <div>6.2 Manage process of calling for tenders</div> <div> <ul style="list-style-type: none"> ◆ Send out tendering documents and information to contractors and suppliers that are interested in the tender ◆ Answer tendering questions from interested contractors and suppliers ◆ Understand clearly the requirements of individual projects and the company's need for tendering in specified areas of a project ◆ Collect tenders submitted by contractors/suppliers </div> </div>		

	<ul style="list-style-type: none"> ◆ Conduct working procedures and mechanism for tender assessment ◆ Send out feedback/ result related to tendering or successful tender ◆ Compile reports to illustrate the management system of calling for tenders
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to answer tendering questions raised by parties that are interested in the tender; and</p> <p>(ii) Capable to conduct and manage the process of calling for tenders according to procedures formulated by the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Renew, terminate and conclude a contract with contractor/supplier		
2. Code	LOCUOM416A		
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to renew and conclude a contract with the company's contractor/supplier.		
4. Level	4		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of contract management</div> <div> <ul style="list-style-type: none"> ◆ Understand the legal implication of a contract, its functions and the principles of drawing up a contract ◆ Understand the concept of contract management ◆ Master the means of summarizing or evaluating the enforcement of a contract ◆ Understand the conditions for amending or terminating a contract ◆ Master negotiation skills ◆ Master the knowledge of basic statistics </div> </div> <div> <div>6.2 Arrangements for renewing or concluding a contract with contractor/vendor</div> <div> <ul style="list-style-type: none"> ◆ Collect objective information and data, and conclude or evaluate the enforcement of a contract ◆ Assess the enforcement of a contract and the quality of the service ◆ Conduct review meetings upon the expiration of a contract ◆ Compile reports on conclusion of a contract </div> </div>		

	<ul style="list-style-type: none"> ◆ Decide whether to renew the existing contract, re-tender the project or replace the current contractor according to the business policy and development strategies of the company ◆ Negotiate on the renewal of a contract, including general updating of terms, specific amendments to terms, negotiations on prices, amendments to contract scope and scale, etc., according to the business policy and development strategies of the company
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to collect objective information and data, and to summarize or evaluate the enforcement of a contract; and</p> <p>(ii) Capable to renew, terminate and conclude a contract with contractor/vendor according to the business policy and development strategies of the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Determine the suitable aircraft and goods for delivery
2. Code	LOAFOM401A
3. Range	This unit of competency is applicable to airlines / freight forwarders. Practitioners need to make judgement and decisions in matching different aircraft types or choosing suitable goods for delivery so as to be capable to choose the suitable combination of aircraft type and goods for delivery according to company's operation strategy and the procedures and requirements of aviation industry's freight standard.
4. Level	4
5. Credit	9 (for reference only)
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air cargo handling</p> <ul style="list-style-type: none"> ◆ Understand the classification of goods including: <ul style="list-style-type: none"> • Break-bulk & consolidation • Appearance and label information of goods • Dangerous, fresh and perishable, and special goods, etc. ◆ Understand aircraft related knowledge including: <ul style="list-style-type: none"> • Aircraft models and their characteristics • Size of aircraft: widebody or narrowbody • Passenger aircraft, cargo aircraft or comprehensive passenger, cargo or “combi” aircraft • Size of cabin door • Loading capacity and floor loading limitation

		<ul style="list-style-type: none"> • Requirements concerning the location for placing goods • Form of cabin division and its location
		<ul style="list-style-type: none"> ◆ Understand information about goods that need to be handled: <ul style="list-style-type: none"> • Size and weight • Pallet and unit load device type • Volume • Type and package of goods • Other regulations or conditions ◆ Understand point of departure, destination, transshipment required at entrepot, and estimated arrival time of goods
6.2	Analyze and determine combination of aircraft type and goods	<ul style="list-style-type: none"> ◆ Classify goods by location of departure, destination or entrepot of the flight path ◆ Assess the suitability of different goods with regard to the carriage requirements of aircrafts ◆ Assess the time required by different aircraft types for dispatch and transportation ◆ Assess the suitability and compatibility of different aircraft types such as passenger aircrafts and dangerous goods ◆ Master the requirements for goods delivery, storage, loading and unloading, and handling ◆ Allocate goods to suitable aircraft type ◆ Determine the aircraft to be used for delivery

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to choose a suitable combination of aircraft type and goods source according to company's operation strategy, ordinance and requirements related to the freight standard of aviation industry; and (ii) Capable to choose aircrafts that are compatible with goods for delivery, and meet the requirements for delivery, storage, loading and unloading, and safety in the process of handling delivery.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate express standard contract terms
2. Code	LOAFOM402A
3. Range	This unit of competency is applicable to express companies. It shows in the form of document the general liabilities that are applicable to express operation when handling deliveries for general, non-specific contractual customers. Practitioners should be capable to analyze the processes of express operation systematically and compile applicable terms.
4. Level	4
5. Credit	6 (for reference only)
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Relevant knowledge of express standard contract terms</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept and applications of standard contract terms ◆ Understand the content and elements of standard contract terms ◆ Know about written law, common law, and international treaties ◆ Understand the responsibilities of various parties under the contract terms ◆ Understand the scope of application of the contract terms ◆ Understand general express operation flow </div> </div> <div> <div>6.2 Formulate express standard contract terms</div> <div> <ul style="list-style-type: none"> ◆ Refer to other forms of standard contract terms ◆ Refer to the industry's general operation and usual practice, terms set by chamber of commerce, and terms and standards set by regulators ◆ Analyze general express operation flow and customers' responsibilities and obligations in various processes </div> </div>

	<ul style="list-style-type: none"> ◆ Determine the clauses, including definition, scope of application, document and customs clearance, charges, delivery terms and delivery processes, cargo acceptance, carriage responsibilities, claims, law, exclusion etc. ◆ Compile clauses ◆ Highlight important clauses to draw customers' attention ◆ Seek advice from lawyers, legal advisors and relevant professionals ◆ Explain the content and purpose of the contract terms to relevant staff of the company ◆ Announce the content of relevant contract terms internally and externally according to company's mechanism
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze various processes of express operation systematically and the responsibilities of the parties; and (ii) Capable to formulate standard contract terms used by express operation.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle freight problems caused by delay or cancellation of flights
2. Code	LOAFOM403A
3. Range	This unit of competency is applicable to airlines / air freight forwarders and express operators. Practitioners should be capable to handle freight problems caused by delay or cancellation of flights according to company's operation guide, minimizing loss suffered by company and customers.
4. Level	4
5. Credit	6 (for reference only)
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Relevant knowledge of delay or cancellation of flights</div> <div> <ul style="list-style-type: none"> ◆ Understand the general reasons for delay or cancellation of flights ◆ Understand the extent of influence caused by flight delays such as occasional incidents (like breakdowns), short-term (like weather) or relatively long-term (like strikes), etc. ◆ Understand the service goal of air freight ◆ Understand the processes and measures for handling delay or cancellation of flights ◆ Master information like other flights, flight paths, etc. </div> </div> <div> <div>6.2 Handle freight problems caused by delay or cancellation of flights</div> <div> <ul style="list-style-type: none"> ◆ Acquire preliminary information about the incident and the extent of its influence ◆ Analyze the reason for the delay or cancellation of flight ◆ Assess the possible arrival time of goods ◆ Determine the temporary storage location for goods such as apron or cargo terminals by their type and information </div> </div>

	<ul style="list-style-type: none"> ◆ Report to the management about the incident, and suggest allocating resources for delivery or using other delivery methods ◆ Acquire information about other flights or routes, cabin space, etc. ◆ Analyze the possibility of using other flights or routes to complete the delivery ◆ Contact relevant persons, ramp service companies, entrepot, and other airlines to make arrangement ◆ Contact customers and explain the proposed solution ◆ Complete the document arrangement and circulation according to the proposed solution ◆ Assess loss and compensation caused ◆ Record how the incident was handled
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle freight problems caused by delay or cancellation of flights effectively according to the actual situation and company's procedures, minimizing loss suffered by the company and customers.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Master the logistics needs of different import/export trading modes	
2. Code	LOCUPD401A	
3. Range	This unit of competency is applicable to sea freight, air freight and express companies. Practitioners should be capable to provide different logistics solutions or services to cater different trading modes of customers.	
4. Level	4	
5. Credit	9 (for reference only)	
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Relationship between different import/export trading modes and logistics</div> <div> <ul style="list-style-type: none"> ◆ Understand the operation of different trading modes, such as processing trade and re-export trade,etc ◆ Understand the nature, documentation, taxation, customs clearance and storage of different trading modes ◆ Understand the flow of different trading modes, including the import, export, re-export and transshipment goods ◆ Understand the concepts of logistics related to bonded facilities, customs supervision, vendor managed inventory and production logistics ◆ Understand the arrangements for customs clearance, customs transfer and customs seal </div> </div> <div> <div>6.2 Master the logistic needs of different import/export trading modes</div> <div> <ul style="list-style-type: none"> ◆ Analyze the trade mode and cargo handling flow of the customer ◆ Analyze customers' requirements for logistics operation, additional services, value-added services and inventory management </div> </div>	

	<ul style="list-style-type: none"> ◆ Analyze customers' suggestions related to customs arrangement, transport mode, warehousing, bonded arrangement, inventory management and data networking ◆ Analyze the resources and limitations of the company in the area of customer logistics service ◆ Provide suitable logistics solution or service according to customer needs and company's resources
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze for the customer the flow of cargo handling for different trading modes; and</p> <p>(ii) Capable to suggest to the customer suitable logistics service to cater different flows of cargo handling.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate an overall strategy for participating in industry conferences in the logistics industry
2. Code	LOCUSM401A
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to formulate an overall strategy for participating in industry conferences in the logistics industry so as to achieve company's intended outcome.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of industry conference</p> <ul style="list-style-type: none"> ◆ Understand the meaning and purpose of launching industry conferences ◆ Understand company business, including the operation of the logistics industry, scope of business, operation and work flow, etc. and formulate the policy, purpose and intended outcome of holding the industry conference in accordance with the image and business development of the company, etc. ◆ Understand the current situation and the future development of the logistics industry, and be able to master the needs of the industry so as to confirm the discussion agenda ◆ Understand the scope of service, work flow, service charge, mode of cooperation, follow-up work and contract details of relevant companies that assist the launching holding of industry conferences

		<ul style="list-style-type: none"> ◆ Understand the design of the venue for launching industry conferences including space use, control over flow of attendees, and seat arrangement, etc.
6.2	Formulate the overall strategy for participating in industry conferences	<ul style="list-style-type: none"> ◆ Ascertain the preference and requirements of the management and customers, and contact different departments to acquire consensus over the objective to be achieved by the industry conference such as giving a vivid impression to customers, promoting company brand and building up company image, etc. ◆ Compare the information provided by relevant companies that assist the launching of industry conference as well as their scope of service, service quality, venue, contract details and price, etc., and select the appropriate co-organizer ◆ Master the procedure for designing the conference venue, including: <ul style="list-style-type: none"> • Understand the design drawings • Communicate with the designer, contractor and the technicians of the organizer • Perform time management and on-site decoration ◆ Monitor the design progress of the venue for the industry conference and make proper amendment by communicating with the management

	<p>♦ Review if the industry conference being held has achieved company's intended outcome</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to apply knowledge related to industry conference and analyze, review and consolidate information from various aspects to formulate an overall strategy for participating in industry conferences and relevant supporting strategies effectively so as to achieve company's intended outcome; and</p> <p>(ii) Capable to lead a team to participate in work related to industry conference.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Manage customer service centres
2. Code	LOCUSM402A
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to master knowledge about customer service management, manage customer service centres, give clear instructions to staff members, and implement customer service management effectively.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge about customer service centres</p> <ul style="list-style-type: none"> ◆ Understand the relationship between customer service centres and company's core business ◆ Understand the actual operation of the logistics industry, master the sales environment ◆ Master the method of using marketing strategies to influence consumer behaviour ◆ Understand the requirements of customers in the logistics industry with regard to the services provided by customer service centres including reception, enquiry, handling of complaints and business promotion, etc., and understand different customers' requirements for service quality ◆ Understand the factors that affect customers' impression of the overall service including reception environment, reception location, receptionists' communication skills, time taken in handling problems and solutions provided

		<ul style="list-style-type: none"> ◆ Master the management skills of customer service management ◆ Understand the legislations related to the operation of customer service centres
	6.2 Formulate customer service centre policies	<ul style="list-style-type: none"> ◆ Clearly define company service principles and objectives, and formulate service operation mode ◆ Apply effective methods to assess and satisfy consumers' needs ◆ Clearly define the duties and responsibilities of staff members and related management staff ◆ Clearly define the procedures and guidelines for managing and monitoring service quality standard ◆ Contact relevant departments and implement effective human resources policies for customer service centres ◆ Formulate policies for adhering to relevant legal regulations ◆ Formulate policies for assessing and collecting opinions for performance review ◆ Implement policies and procedures for ensuring effective financial management
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to formulate customer service centres' policies and staff service guidelines to enable the effective operation of customer service centres.</p>	
8. Remarks		

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement the overall marketing plan		
2. Code	LOCUSM403A		
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to apply marketing theories to explore marketing direction, properly analyze and assess market information and future demand, and implement the overall marketing plan effectively.		
4. Level	4		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Marketing theories</div> <ul style="list-style-type: none"> ◆ Understand overall market promotional plan including the concept, promotional targets, main points and intended outcome, etc. ◆ Understand the actual operation and sales environment of the logistics industry ◆ Analyze consumer behaviour and their decision-making process in service consumption, and master the method of using marketing strategies to influence consumer behaviour ◆ Master online trading and e-market promotional method ◆ Master the marketing and sales concepts in the sales spectrum of the logistics industry, tool application and strategic application knowledge </div> <div> <div>6.2 Implement overall marketing plan</div> <ul style="list-style-type: none"> ◆ Analyze market and target customer segments' characteristics, and customers' service consumption motives ◆ Formulate e-marketing and e-commerce plans to monitor the promotional outcome </div>		

	<ul style="list-style-type: none"> ◆ Formulate marketing strategies that target at consumer behaviour ◆ Devise strategies for implementing marketing plans to tally with company's development plan and business budget including design, advertising and marketing objectives and plans, etc. ◆ Organize and implement concrete work related to the marketing plan ◆ Assess different ways to improve and satisfy customer needs including location of production and service facilities, design, equipment and staff outfit, to meet customer needs and achieve higher profit
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Organize and implement the promotional work for the overall market realistically and effectively according to the details of the marketing plan.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess the overall marketing plan and performance indices
2. Code	LOCUSM404A
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to analyze and assess the market situation of the logistics industry and the overall marketing plan, and formulate and review performance indices to facilitate the company to formulate development direction for future promotional work.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Market situation of the logistics industry</p> <ul style="list-style-type: none"> ◆ Understand the overall marketing strategy set by the company including intended objectives, ways to achieve the objectives, format of promotional activities, time, intended market reaction and intended sales volume brought about by the promotional activities ◆ Possess market analysis techniques, and analyze the effectiveness of marketing promotion by collecting market data ◆ Understand the current situation and the future development of the logistics industry including local market, the market of Mainland China and various targeted markets overseas, etc. ◆ Understand the development potential of various targeted markets, their market and sales structures, and their current market direction, etc.

	<p>6.2 Assess the overall marketing plan and performance indices</p> <ul style="list-style-type: none"> ◆ Formulate various marketing strategies for targeted markets, plans and performance indices according to company's promotion objectives ◆ Assess the marketing plans implemented by the company such as attracting target consumer segments successfully, enhancing the overall market coverage of a brand and achieving expected sales volume, etc. ◆ Review promotional strategies by different scenarios including market demand, the effectiveness of marketing promotion and competitors' actions, and adjust relevant marketing plans in accordance with market demand and changes ◆ Perform timely and effective assessment according to marketing performance and effectiveness at various promotional stages, ascertain the direction for service improvement and make timely improvement on services that are poor in effectiveness according to the assessment results
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to analyze and assess the marketing plan of the logistics industry, and formulate and review performance indices.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Analyze current market situation and trend of the logistics industry
2. Code	LOCUSM405A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to collect relevant market data accurately to analyze current market situation and trend of the logistics industry.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Logistics market data collection and analysis</p> <ul style="list-style-type: none"> ◆ Understand different channels of collecting logistics market data and organize and consolidate data collected, such as: <ul style="list-style-type: none"> • Consumer/customer survey • Focus group • Market information • Information of the industry • Statistical figures ◆ Understand the tools for market analysis, such as: <ul style="list-style-type: none"> • Marketing segmentation • Marketing position map • Scenario building • Casual analysis ◆ Understand current market situation and the trend of the logistics industry, including the local market, the Mainland market and various targeted markets overseas ◆ Understand the development potential, sales structure and existing direction for various targeted markets overseas

	<p>6.2 Apply the results of market analysis</p> <ul style="list-style-type: none"> ◆ Analyze the market supply and demand for logistics services and company's market share according to data collected, and make in-depth analysis on market environment, consumers and the market trend ◆ Design services to meet consumer needs by focusing on the existing and new targeted consumer groups according to targeted market positioning and trend forecast ◆ Provide market analysis data to help compile logistics services project proposals ◆ Discuss with relevant departments and share the analysis results, and modify accordingly ◆ Select suitable analytical report for relevant customers' information
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to collect relevant logistics market data for systematic analysis, market trend forecast and flexible provision of new services.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess sales information of the industry		
2. Code	LOCUSM406A		
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to assess sales information accurately to ensure effective business operation of the company.		
4. Level	4		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Tools and methods for sales trend analysis</div> <div> <ul style="list-style-type: none"> ◆ Understand the business policy and sales goal of the company ◆ Understand current market situation of the industry ◆ Understand the company's sales strategy, methods and channels ◆ Master various kinds of methods for sales market analysis, such as marketing cost analysis ◆ Master methods for data trend estimation, such as moving average and regression analysis ◆ Understand the calculation of market share ◆ Master basic knowledge of statistics ◆ Understand the channels in obtaining market information and intelligence </div> </div> <div> <div>6.2 Assess sales trend</div> <div> <ul style="list-style-type: none"> ◆ Obtain market data, information and intelligence ◆ Assess actual sales condition with regard to the policy and sales goal of the company </div> </div>		

	<ul style="list-style-type: none"> ◆ Analyze causes of the change in sales performance ◆ Measure sales performance differentials ◆ Analyze the change in market share ◆ Analyze the effectiveness of the sales channels and network ◆ Analyze sales strategies of the competitors ◆ Offer suggestions or solutions to strengthen the sales strategy ◆ Assess the advantages and disadvantages of different suggestions and their effects on the company ◆ Compile reports and use diagrams to illustrate the assessment of sales trend
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to use analytical tools, market data and information to assess sales trend accurately; and</p> <p>(ii) Capable to compile reports to illustrate the information assessment results and offer suggestions on formulation of effective sales strategy to the management level.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Analyze customers' freight service needs	
2. Code	LOCUSM407A	
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to have an in-depth understanding of customers' freight service needs so that the services provided by the company could meet customers' requirements.	
4. Level	4	
5. Credit	9 (for reference only)	
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of freight services</div> <ul style="list-style-type: none"> ◆ Understand freight services and logistics operation ◆ Master theories and methods for customer needs analysis ◆ Master basis techniques for statistics and data analysis ◆ Understand the macro freight market and factors affecting market demand, such as the economy, environment for competition, politics and legislations ◆ Master techniques in establishing and maintaining customer relationship ◆ Master techniques in communicating with customers </div> <div> <div>6.2 Analyze customers' freight service needs</div> <ul style="list-style-type: none"> ◆ Obtain data, information and intelligence about customer's operation or sales ◆ Analyze the business situation of the customer ◆ Use statistical and operations management methods to forecast customer's freight volume in future </div>	

	<ul style="list-style-type: none"> ◆ Visit customer's company to understand customer's freight service needs ◆ Analyze factors like freight volume, transport mode, cargo type, destination and changes in time and season according to the information provided by the customer ◆ Communicate effectively and establish good relationship with the customer through different channels in order to understand the customer's needs ◆ Analyze the customer's needs of other freight services, such as re-packaging, consolidation, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze accurately and fully the customer's freight service needs by using effectively the information provided by the customer, and help the company to provide suitable services to the customer ; and</p> <p>(ii) Capable to compile reports to illustrate the evaluation of customers' freight service needs so as to help effectively the decision-making level to formulate service strategies.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate customer relationship strategy
2. Code	LOCUSM408A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to formulate a customer-oriented strategy for customer relationship to strengthen the relationship with customers and achieve a win-win result.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of customer relationship</p> <ul style="list-style-type: none"> ◆ Understand the importance of establishing good relationship with customers ◆ Understand the impact of establishing good relationship with customers on the business strategy of the company ◆ Understand the freight service needs of existing and potential customers ◆ Understand factors affecting customer's choice of freight operators ◆ Understand the need to formulate relationship strategy for respective customers ◆ Understand causes of customer dissatisfaction and customer loss ◆ Understand company's resources and limitations ◆ Master the tools for the analysis of the relationship between the customer and the company's business performance, such as the ABC analysis and the major customer group analysis

	<p>6.2 Formulate customer relationship strategy</p> <ul style="list-style-type: none"> ◆ Understand the concept of business partner relationship ◆ Master different channels to contact customers ◆ Classify customers according to the business strategy of the company, and customer's needs, characteristics and business turnover ◆ Analyze the possibility of establishing good relationship with the customer and the advantages and disadvantages for both sides ◆ Analyze customer's business direction and freight service needs, and formulate the customer relationship strategy accordingly ◆ Communicate with the customer regularly and suggest tailor-made services accordingly ◆ Set up customer service group to analyze and assess performance of the services provided to major customers ◆ Compile reports and guidelines to illustrate the formulated customer relationship strategy to the sale department
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze the characteristics and service needs of the customer groups of the company; (ii) Capable to suggest different effective channels to contact and communicate with customers; and (iii) Capable to compile reports to illustrate the formulated customer relationship strategy.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply methods in marketing and promotion		
2. Code	LOCUSM409A		
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to apply marketing approach in logistics-related marketing and sales promotion in order to promote their business to customers.		
4. Level	4		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1</div> <div>Marketing and sales concepts</div> <div> <ul style="list-style-type: none"> ◆ Understand the operation of the logistics industry ◆ Understand fairly the business operation of the company ◆ Understand the current situation of the logistics industry and the future trend ◆ Master marketing and sales network concepts of the local market and relevant restrictions, including the legal restrictions imposed locally and overseas ◆ Understand customers' business, operation, characteristics, service requirements, business relationship with the company, sales volume, etc. ◆ Understand fairly the current situation and activities of market competitors ◆ Understand marketing and sales concepts ◆ Good communication skills ◆ Good interpersonal relationship </div> </div>		

	<p>6.2 Apply marketing and sales approach to help develop business continuously</p> <ul style="list-style-type: none"> ◆ Select and apply different marketing and sales approaches according to different situations, including general newspaper advertisement, postal leaflet, professional advertisement, business-to-business direct sales, etc. ◆ Assess manpower need according to different marketing approaches ◆ Define the rights and obligations of the marketing and sales people ◆ Establish the marketing and sales work flow ◆ Master the marketing budget ◆ Discuss with relevant departments for more effective marketing and sales promotion ◆ Review and rectify the effectiveness of marketing and sales
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is :</p> <p>(i) Capable to apply marketing and sales approach in logistics-related marketing and sales promotion according to the overall marketing strategy.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use the internet for business promotion
2. Code	LOCUSM410A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to use the internet for logistics-related marketing and sales promotion so as to enhance the popularity and competitiveness of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Concept of using the internet for business promotion</p> <ul style="list-style-type: none"> ◆ Understand fairly the business operation of the company ◆ Understand the market situation of the logistics industry and the future trend ◆ Master internet-related knowledge, including multi-media and website programming, business information system, internet networking, online sales and marketing, visual communication, information technology ethics, etc. ◆ Understand how to set up branding and contact customers effectively on internet ◆ Understand details and code for online transaction and its validity ◆ Master marketing and sales network concepts of the local market and relevant restrictions, including the legal restrictions imposed locally and overseas ◆ Understand customers' business, operation, characteristics, service requirements, business relationship with the company, sales volume, etc.

		<ul style="list-style-type: none"> ◆ Understand fairly the current situation and activities of market competitors ◆ Possess legal knowledge relevant to business promotion on the internet ◆ Understand the concept of information synchronization
6.2	Use the internet for business promotion	<ul style="list-style-type: none"> ◆ Master the implementation of online sales to catch business opportunities ◆ Collect data and conduct market analysis, and use internet to analyze customers' consumption mode ◆ Use the most effective advertisement on the internet to enhance the corporate image ◆ Attract customers to browse again so as to enhance the company's ranking in the search engine and increase its exposure on internet ◆ Strengthen the content and design of email and e-news to attract the attention of the email addressees ◆ Design simple but effective online customer service, and formulate points to note for online transaction to protect the interests of the company and ensure as far as possible that the online promotion and transaction are legal ◆ Review the effectiveness of using the internet for business promotion ◆ Use electronic system to strengthen information security ◆ Ensure the confidentiality of information

7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is :</p> <p>(i) Capable to use the internet for business promotion so as to enhance the popularity of the company and ensure that the business promotion is legal and effective.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Analyze customer's business condition
2. Code	LOCUSM411A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to collect data and conduct analysis on customer's business condition in order to understand the business of and provide more suitable transport and logistics services to the customer.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>6.1 Basic knowledge of conducting customer's business analysis</p> <p>6.2 Analyze customer's business condition</p> </div> <div style="width: 65%;"> <ul style="list-style-type: none"> ◆ Understand the work flow and procedures of the transport and logistics operation ◆ Understand the derived demand of the transport and logistics operation ◆ Master the situation of the customer's trade ◆ Master basic knowledge and analytical tools of statistics ◆ Master the methods and tools for data and information collection ◆ Master good communication skills ◆ Establish data collection mechanism for the customer ◆ Understand the services provided by or sales condition of the customer ◆ Collect customer's freight data for statistical analysis ◆ Obtain latest information regularly from the customer </div> </div>

	<ul style="list-style-type: none"> ◆ Analyze the percentage of cargo volume handled by the company in customer's business ◆ Analyze the opportunity and feasibility of increasing cargo handling volume ◆ Analyze the opportunity and feasibility of expanding cargo handling service to other products ◆ Analyze the development trend of the company and what kind of development will benefit the customers ◆ Compile customer's business analysis report
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are :</p> <p>(i) Capable to collect customer's data for analysis; and</p> <p>(ii) Capable to analyze effectively with respect to the development of both the customer and the company, and compile customer's business analysis report.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate strategy of air freight quotation
2. Code	LOAFSM401A
3. Range	This unit of competency is applicable to freight forwarders. Practitioners should be capable to formulate strategy of air freight quotation when such quotations are made to customers by the freight forwarders.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge ♦ Know the formulation process of air freight contract relevant to air ♦ Understand customers' requirements for freight rates ♦ Understand the competitive advantages of the freight services and value-added services offered by the company ♦ Understand the TACT regulations ♦ Understand the formulation process and calculation of air freight quotation ♦ Understand factors affecting the quotation ♦ Understand issues like cyclical or seasonal fluctuation, route selection, airline selection, classification of goods, weight-and-volume ratio for goods, quantity of goods, contract made between agent and airline, etc.</p> <p>6.2 Formulate ♦ Set objectives for the quotation strategy strategy of air ♦ Consider the factors of region and goods freight type to formulate quotation strategy quotation</p>

	<ul style="list-style-type: none"> ◆ Conduct sensitivity tests for different strategies on achieving profit or market share ◆ Set guidelines for sales department ◆ Explain to sales department the quotation strategy ◆ Collect feedback regularly and modify the quotation strategy accordingly
7. Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to base on the regulations imposed by air freight regulators to calculate clearly freight rates for different scenarios and explain the rationale for the calculations.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle co-loading market transactions with air freight forwarders
2. Code	LOAFSM402A
3. Range	This unit of competency is applicable to air freight forwarders. Practitioners should be capable to analyze the difference between cargo volume and space booked, and to conduct co-loading market transaction with other air freight forwarders in order to increase the flexibility of freight forwarding agents' service combination and achieve greater profits.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Basic knowledge of co-loading market transaction</div> <div> <ul style="list-style-type: none"> ◆ Understand the types and characteristics of air cargo ◆ Understand the process of handling air cargoes ◆ Understand the concept and operation of co-loading market transaction ◆ Understand the business modes of different forwarding agents and responsibilities for business operation ◆ Understand the process to coordinate co-loading market and cargo space ◆ Know about different types of cargo combination in the market </div> </div> <div> <div>6.2 Handle co-loading market transactions</div> <div> <ul style="list-style-type: none"> ◆ Maintain good relationship with other forwarding agents so as to develop a co-load market network </div> </div>

	<ul style="list-style-type: none"> ◆ Collect market information on co-loading market supply/demand for different cargo types or surplus/shortage in co-loading cargo space ◆ Use co-loading market transaction website for co-loading market information exchange, price enquiry and transaction ◆ Process co-loading market transaction documents and handle issues related to transfer of responsibilities ◆ Set up information exchange mechanism
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to make effective use the form of co-loading market transaction to increase the profits or reduce the loss of the company; and</p> <p>(ii) Capable to effectively release and collect information on co-loading market transaction.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Coordinate point-to-point cargo transport connection
2. Code	LOCUCT401A
3. Range	This unit of competency is applicable to all logistics, sea freight, air freight and express operators. Practitioners should be capable to handle and coordinate independently a seamless connection for point-to-point cargo transport in different international routes.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Main points for seamless point-to-point cargo transport connection</p> <ul style="list-style-type: none"> ◆ Understand the different concepts of intermodal, multi-modal, feeder and transshipment transport ◆ Understand the operation and characteristics of container and cargo loading/unloading and stowing facilities ◆ Understand the main points for seamless point-to-point connection, including: <ul style="list-style-type: none"> • Technical problems about connecting sea transport and land transport • Technical problems about connecting air transport and land transport • Technical problems about connecting air transport and sea transport • Mastering the business environment, conditions and time required for the connection points • Customs requirements of various connection points for cargo transshipment, import and export • Loading/unloading and storage requirements of various connection points

	<ul style="list-style-type: none"> • Packing and labelling requirements of various connection points • Problems caused by differences in systems, politics and culture of the various connection points • Accidents that may happen and their contingency measures
	<p>6.2 Handle and coordinate seamless point-to-point cargo transport connection</p> <ul style="list-style-type: none"> ◆ Handle a seamless connection for point-to-point cargo transport in different routes according to the customer's special requirements and the operation mode of the company ◆ Coordinate the seamless connection for different point-to-point routes during the processes of loading/unloading, storage and transport of the cargoes ◆ Solve all problems effectively when contingencies occur to minimize losses of the customer and the company
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to handle the seamless connection for point-to-point cargo transport according to customer's requirements for enhanced efficiency and cost control; and</p> <p>(ii) Capable to coordinate the seamless connection for point-to-point cargo transport, and to use suitable ways to solve all the problems.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Evaluate and calculate workload for cargo handling
2. Code	LOCUCT402A
3. Range	This unit of competency is applicable to all maritime transport, air transport and express companies. Practitioners should be capable to evaluate workload for cargo handling based on the information on cargo volume and service requirements so that corporate resources can be used effectively.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of evaluating and calculating workload for cargo handling</p> <ul style="list-style-type: none"> ◆ Understand different types of cargo handling ◆ Understand cargo handling methods, such as handling manually or with the aid of machines ◆ Understand the workflow and procedures of cargo handling ◆ Understand the factors affecting work efficiency, such as weather, cargo type, team structure, etc. ◆ Understand the requirements relevant to the industrial standards, occupational safety and health, code of practice, etc. and legal requirements on manpower and working hours ◆ Understand corporate guidelines on manpower deployment

	<p>6.2 Evaluate and calculate workload for cargo handling</p> <ul style="list-style-type: none"> ◆ Obtain information about cargo handling volume, cargo type and deadline, etc. ◆ Evaluate time required for each procedure according to the workflow and the difficulty of each process ◆ Formulate work plans according to the cargo volume, number of work points, the supply of equipment and auxiliary machinery, etc. ◆ Evaluate manpower supply and its limitation ◆ Evaluate the number and types of workers needed according to the work plan ◆ Negotiate with the management if it is evaluated that the work could not be finished on time
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to calculate the workload according to the cargo volume needed to be handled and the logistics services required; and</p> <p>(ii) Capable to provide data for evaluation of manpower and equipment needs so as to finish handling the cargo volume and provided the logistics services as required.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate aircraft load plan
2. Code	LOAFCT401A
3. Range	This unit of competency is applicable to airlines. Practitioners should be capable to formulate aircraft load plan according to freight standard of the aviation industry and company's operation policy.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of aircraft loading</p> <ul style="list-style-type: none"> ◆ Understand the functions of aircraft load plan and steps of its formulation ◆ Understand the principles of cargo space allocation ◆ Know about different kinds of aircraft unit load devices and pallets ◆ Know about the structure and levels of and unit load devices suitable for different aircraft types ◆ Know about the volume and loading limitations of unit load devices and pallets ◆ Understand the codes on the aircraft unit load devices and pallets and what they mean ◆ Understand the placing requirements for dangerous goods and special cargo on aircraft

	<p>6.2 Formulate aircraft load plan</p> <ul style="list-style-type: none"> ◆ Collect views and information from the departments of air traffic, flight service, passenger service, etc. ◆ Collect factors, data and information affecting the carrying capacity, such as those on fuel, season, weather, aircraft type, airport, terminal condition, etc. ◆ Calculate the carrying capacity of the aircraft ◆ Consider other factors for freight, like whether there are dangerous goods, overweight or oversize cargo, etc. ◆ Type of pallet used by the aircraft, quota of different flight stations, cargo that must be handled or with high priority, cargo for consolidation, cargo on waiting list, special cargo, etc. ◆ Allocate the unit load devices and pallets to different locations according to the placing plan of the aircraft ◆ Verify the aircraft load plan to confirm that it meets freight standard of the aviation industry and company's operational guidelines
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to formulate effective aircraft load plans for airlines according to freight standard of the aviation industry and company's operation policy.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Calculate aircraft load trimming
2. Code	LOAFCT402A
3. Range	This unit of competency is applicable to airlines or unit load devices. Practitioners should be capable to calculate the aircraft load trimming accurately according to the actual cargo condition and company's operational guidelines.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of aircraft load trimming</p> <ul style="list-style-type: none"> ◆ Understand the aircraft type and the structure and location of cargo space, such as front or aft compartment, upper or lower level, etc. ◆ Know about the load limit of the aircraft and the cargo space ◆ Know about the load limit of different kinds of loading devices and pallets ◆ Understand the concept of physical form and physical balance of aircraft ◆ Understand the elements of aircraft load, such as fuel, cargo, mails, etc. ◆ Know about the concept and calculation of permitted aircraft load

	<p>6.2 Calculate aircraft load trimming</p> <ul style="list-style-type: none"> ◆ Collect the aircraft cargo manifest ◆ Collect instructions on special cargo or condition such as over-weight cargo, special cargo, cargo to be placed at specified space, etc. ◆ Make use of the trim sheet and trim diagram for calculation according to procedures ◆ Use software for calculation if computer software and programme are available ◆ Analyze the results of calculation to judge the need and possibility for cargo allocation ◆ Consolidate the results of calculation into instructions for loading to be handled by apron staff
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to calculate the aircraft load trimming accurately according to the actual cargo condition and company's operational guidelines.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Coordinate air cargo loading/unloading
2. Code	LOAFCT403A
3. Range	This unit of competency is applicable to airlines, ramp service or air cargo terminals. Practitioners should be capable to liaise with relevant departments and companies to coordinate air cargo loading/unloading according to cargo type, aircraft type and other actual conditions.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air cargo loading / unloading</p> <ul style="list-style-type: none"> ◆ Understand the role and responsibilities of the enterprise during the cargo loading/unloading or handling process ◆ Understand the coordination of the means of transport, loading device, aircraft unit loading device, pallet and auxiliary tools in the cargo loading/unloading process ◆ Understand the effect of weather or working environment on cargo loading/unloading ◆ Understand the necessary documentation process and procedures ◆ Understand the cargo loading procedures ◆ Understand the working environment and safety measures ◆ Master the calculation of manpower, time, equipment and costs required for the loading procedure ◆ Understand resources allocation method

	<p>6.2 Coordinate air cargo loading</p> <ul style="list-style-type: none"> ◆ Understand requirements on air cargo packaging, label and marking ◆ Understand unit load device and pallet types and their limitations ◆ Arrange or deploy the loading/unloading equipment, transport equipment and cargo concerned to designated place ◆ Assess and arrange sufficient and suitable loading/unloading equipment or manpower to load/unload the cargo and compile the working procedures and flow chart ◆ For prolonged work, prepare long-term manpower allocation, work schedule and sufficient loading/unloading equipment ◆ Monitor the loading/unloading progress ◆ Allocate resources for emergency needs ◆ Notify relevant organizations if the cargo loading cannot be finished on time ◆ Verify the cargo list, and check the documents and the cargo appearance to confirm that they are the cargoes for loading/unloading ◆ complete the necessary forms or checklist to record the loading/unloading activities
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to coordinate systematically the resources and manpower required as well as relevant working procedures, and to complete the air cargo loading/unloading work safely and effectively; and</p> <p>(ii) Capable to compile loading/unloading flow chart and procedure list for personnel concerned to follow.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle air freight discrepancies
2. Code	LOAFCT404A
3. Range	This unit of competency is applicable to companies related to air freight. Practitioners should be capable to handle air freight discrepancies according to company procedures and reduce cargo delay and loss.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air freight discrepancies</p> <ul style="list-style-type: none"> ◆ Understand air freight work flow and procedures ◆ Understand parties concerned with the work flow of air freight and their authority and obligations ◆ Understand common causes of air freight discrepancies ◆ Understand the remedial procedures for air freight discrepancies <p>6.2 Handling air freight discrepancies</p> <ul style="list-style-type: none"> ◆ Acquire information about the air freight incident from frontline staff or other partners ◆ Master the levels concerned, seriousness and urgency ◆ Perform remedial work according to company's guidelines and remedial measures for general air freight incidents ◆ Assess the effectiveness of remedial measures and the effects produced

	<ul style="list-style-type: none"> ◆ Contact consigner or its agent to report the progress of handling the incident or seek its opinion ◆ Make use of company's internal resources to organize and handle related affairs ◆ Organize and contact other companies and relevant parties to handle air freight mistakes ◆ Record the way and the procedures of handling the incident ◆ Compile a simple report on how the incident was handled
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to propose effective solutions and reduce loss and impact according to different conditions and causes of air freight discrepancies; and</p> <p>(ii) Capable to handle freight discrepancies properly according to the freight standard of the company and the aviation industry.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate training schemes for handling dangerous goods
2. Code	LOCUSS401A
3. Range	This unit of competency is applicable to all types of logistics and transport companies that need to handle the transport of dangerous goods. Practitioners should be capable to understand the training requirements for handling dangerous goods for the company to comply with the requirements of the regulators and standard of the industry.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of the training for handling dangerous goods</p> <ul style="list-style-type: none"> ◆ Be familiar with the legal requirements of the regulators for handling dangerous goods ◆ Understand the importance of dangerous goods transport and handling ◆ Understand that personnel at different logistics job positions should possess different levels of the knowledge of handling dangerous goods ◆ Understand different requirements for dangerous goods transport and handling for different transport modes, such as the different requirements for sea freight and air freight: the international maritime dangerous goods code and emergency procedures for ships carrying dangerous goods are for sea freight; technical instructions for the safe carriage of DG by air by ICAO and DG Regulations by IATA are for air freight

		<ul style="list-style-type: none"> ◆ Understand the procedures and arrangement for the approval and assessment by regulators or according to the standard of the industry ◆ Understand the legal requirements for the training of new entrants and in-service personnel
	6.2 Apply the knowledge to the implementation of the training for handling dangerous goods	<ul style="list-style-type: none"> ◆ Analyze job positions of the company and the knowledge of dangerous goods handling required ◆ Choose training mode, method and service provider ◆ Compare the pros and cons of in-house training, outsourcing and external courses ◆ Analyze channels of training, such as face to face teaching, by correspondence and via internet, etc. ◆ Communicate regularly with the regulators and government departments to acquire latest information on training
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to understand the requirements of the regulators and standard of the industry analyze the training demand of the company and choose suitable courses.</p>	
8. Remarks		

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate air freight security standard
2. Code	LOAFSS401A
3. Range	This unit of competency is applicable to airlines, air cargo terminals and freight forwarders. Practitioners should be capable to formulate air freight security standard according to the security policy of the enterprise and air freight security procedures required by regulators.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air freight security</p> <ul style="list-style-type: none"> ◆ Understand regulators' requirements and related legislations on air freight security ◆ Understand air freight process and procedures ◆ Master the principles and techniques of security standard formulation ◆ Know about the elements, work and nature of security service ◆ Understand the importance of security to air freight transport <p>6.2 Formulate air freight security standard</p> <ul style="list-style-type: none"> ◆ Analyze crucial elements like security work, facilities and access control ◆ Conduct cargo document checking procedures, hidden dangerous goods checking procedures and contingency measures ◆ Compile checklist and confirm details of checking ◆ Refer to the freight standards of the aviation industry, international aviation organization or individual countries

	<ul style="list-style-type: none"> ◆ Formulate security standards for every step in the air freight handling process ◆ Apply security standard to both internal and external audits ◆ Negotiate with the insurance company on the formulation of security standard ◆ Compile reports to illustrate the formulation of air freight security standard
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate appropriate and effective air freight security standard according to freight standards of the aviation industry, regulators' requirements and operational policy of the enterprise; and</p> <p>(ii) Capable to compile reports to illustrate the air freight security standard to the management.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle and report air freight incidents
2. Code	LOAFSS402A
3. Range	This unit of competency is applicable to air freight operators. Practitioners should be capable to handle air freight incidents properly and report to the company or regulators according to company's procedures and freight standard of the aviation industry.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air freight incidents</p> <ul style="list-style-type: none"> ◆ Understand causes of air freight incidents, such as leakage of dangerous goods, hidden dangerous goods, theft, etc. ◆ Know about categories of air freight incidents that need to report to the regulators ◆ Know about categories of air freight incidents that need to notify the regulators immediately ◆ Understand the notification or reporting procedures for air freight incidents ◆ Know about the guidelines, form, main points and skills of taking record of air freight incidents ◆ Understand the handling procedures for air freight incidents <p>6.2 Handle air freight incidents</p> <ul style="list-style-type: none"> ◆ Obtain reports on the air freight incident from frontline staff ◆ Evaluate the sphere of influence and seriousness of the incident

	<ul style="list-style-type: none"> ◆ Liaise with relevant departments such as the fire services department and the police, etc. if the company cannot handle the incident ◆ Decide whether to notify or report to the regulators or not ◆ Check companies, organizations or people being affected by the incident ◆ Liaise with the companies, organizations or people concerned ◆ Handle the air freight incident according to corporate procedures and freight standard of the aviation industry ◆ Take record of the incident according to corporate procedures and regulators' guidelines ◆ Capable to report the air freight incident
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the seriousness of an air freight incident and handle it according to procedures; and</p> <p>(ii) Capable to report the air freight incident to regulators or the management.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement air freight safety standard for dangerous goods
2. Code	LOAFSS403A
3. Range	This unit of competency is applicable to airlines, air cargo terminals or air freight forwarders. Practitioners should be capable to implement safety matters for dangerous goods according to freight standard of the aviation industry and legal requirements.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of safety standard for dangerous goods</p> <ul style="list-style-type: none"> ◆ Understand types and characteristics of dangerous goods ◆ Understand freight standard of the aviation industry for dangerous goods handling ◆ Understand the concept and possess the knowledge of hidden dangerous goods ◆ Understand legal requirements and regulations on cargo and workers ◆ Be familiar with company's operational guidelines on dangerous goods ◆ Understand basic audit functions and procedures ◆ Understand the consequences and seriousness of non-compliance with the safety standard for dangerous goods

	<p>6.2 Implement safety standard for dangerous goods</p> <ul style="list-style-type: none"> ◆ Provide requirements and guides on shipment of dangerous goods to the shipper or its agent ◆ Formulate document checking procedures and pay attention to the shipment of hidden dangerous goods ◆ Arrange training for frontline staff to conduct the following: <ul style="list-style-type: none"> • Visually check the package, labels and marking of the dangerous goods • Examine the shipment documents, import/ export licence and certificate for the dangerous goods • Fill in shipment checklist of dangerous goods • File the documents for record • Store the dangerous goods ◆ Communicate regularly with regulators ◆ Handle regular checks done by regulators ◆ Run internal audits for the company with reference to aviation industry's freight standard for dangerous goods
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to implement safety standard for dangerous goods according to aviation industry's freight standard, legal requirements and company's guidelines so as to ensure the safety of staff and to reduce company's legal risk.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Implement risk management plans
2. Code	LOCUIL401A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to apply the risk management knowledge and techniques and, based on the understanding of the transport procedure, to implement risk management plans for the procedure.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of risk management</p> <ul style="list-style-type: none"> ◆ Understand the definitions, various types and influence of risk management ◆ Understand different risk assessment techniques ◆ Understand the characteristics, working procedures and changes of the industry ◆ Understand the risk management plan formulated and its details ◆ Understand risk factors such as the management system, occupational safety and health and undertaking ordinances

	<p>6.2 Implement risk management</p> <ul style="list-style-type: none"> ◆ Implement risk management as scheduled according to the risk management plan and its details formulated ◆ Check and analyze regularly, including examining the survey report, analyzing causes of accident, losses caused and the acceptability of risks ◆ Discuss with other departments on daily operational needs so as to review the suitability of the risk management plan formulated and to suggest modifications when necessary ◆ Discuss and follow up with insurance intermediaries on daily operational needs so as to review the suitability of the risk management plan formulated and to suggest modifications when necessary
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to identify risks with respect to the operation and business nature of sea freight, air freight and express industries; and</p> <p>(ii) Implement effectively risk management according to the risk management plan and its details formulated and in consideration of other factors.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Amend insurance terms		
2. Code	LOCUIL402A		
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to amend insurance contracts properly so as to protect the interests of the company.		
4. Level	4		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of insurance terms</div> <div> <ul style="list-style-type: none"> ◆ Understand the characteristics and the operation of the trade, and the co-operation and relationship with customers ◆ Have fair knowledge of insurance terms ◆ Understand whether the amendment of insurance terms affects the contractual agreement between the company and its customers ◆ Understand the impact of relevant legislations/international conventions/international regulations on daily operation or insurance terms ◆ Understand the impact of the amendment of insurance terms in respect of omissions and errors </div> </div> <div> <div>6.2 Handle amendment of insurance terms</div> <div> <ul style="list-style-type: none"> ◆ Inform insurance intermediaries or companies of the amendment at appropriate time according to the operation of relevant departments </div> </div>		

	<ul style="list-style-type: none"> ◆ Explain to various departments and the relevant colleagues the importance of changes of insurance terms, and highlight the impact of amendment of insurance terms in respect of omissions and errors ◆ Clearly inform insurance companies/intermediaries of the amendment with justifications, and fight for the most appropriate coverage for the company ◆ Inform relevant departments of the progress of amendment and calculate the change in premium ◆ Verify the amended documents for modification of insurance terms issued by insurance companies/intermediaries
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to inform insurance intermediaries/companies of the amendment with justifications clearly, and to fight for the most appropriate coverage for the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Compile claims report
2. Code	LOCUIL403A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to analyze accurately individual claim cases and the overall situation based on claims report.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of compiling claims report</p> <ul style="list-style-type: none"> ◆ Have fair knowledge of the operation of the insurance industry, and the different roles of intermediaries, insurance companies, surveyors, average adjusters and lawyers ◆ Understand relevant insurance terms ◆ Understand the impact of relevant international conventions and legislations on handling claims for damage to cargoes ◆ Understand the survey reports and recommendations from experts ◆ Understand different types of claims, including partial loss, actual total loss and constructive total loss ◆ Understand the claim procedures and requirements of insurance companies ◆ Understand the focus and aims of the claims report ◆ Understand the format of claims report and the terms commonly used in loss adjusting

	<p>6.2 Compile claims report</p> <ul style="list-style-type: none"> ◆ Use correct format and compile claims report in English ◆ Clearly state the date of lost, the type of claim, and the paid amount and amount in the claims report; clearly illustrate the current claims status ◆ Verify claims report and release them to relevant departments, colleagues and people
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to accurately illustrate individual claim cases and reflect the total number of cases by means of compilation of claims report.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle employee compensation claims
2. Code	LOCUIL404A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to understand relevant insurance contract terms; to provide claim documents and information for insurance companies and follow up matters related to employee compensation claims.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of employee compensation insurance terms and claims</p> <ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand the function and operation of the Labour Department and relevant statutory bodies ◆ Understand the impact of labour law and other legislations on handling employee compensation insurance ◆ Understand the terms of employee compensation insurance ◆ Understand the terms of employment contract

		<ul style="list-style-type: none"> ◆ Understand the accident/casualty reports and recommendations from experts ◆ Understand the claim procedures and requirements of insurance companies ◆ Understand the impact of business law, including contract law, tort law and relevant legislations, on handling employee compensation claims
6.2	Handle employee compensation claims	<ul style="list-style-type: none"> ◆ Capable to act according to the claim procedures of the insurance company, for example, informing the claim agent within the specified period of time and appointing surveyor to investigate the accident as deemed necessary ◆ Understand the reasons of the employee for lodging a claim, the details of the accident/incident, the physical conditions of the employee and the medical treatment received ◆ Take appropriate measures to minimize the losses ◆ Calculate the claim amount and assess the development of the situation ◆ Collect, select and provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, medical certificate and consultation report ◆ Follow up the progress of the claim with insurance companies or intermediaries, and keep relevant departments and staff informed until the case is closed

		<ul style="list-style-type: none"> ◆ Capable to work out the compensation amount to be paid by the insurance company if the deductible is stated in the insurance contract ◆ Collect compensation directly from insurance companies/intermediaries or through other departments and handle the necessary documents
	6.3 Professionalism in handling employee compensation claims	<ul style="list-style-type: none"> ◆ Handle claims in a cautious manner ◆ Avoid conflict of interests ◆ Capable to handle employee compensation insurance claims according to the terms of insurance, relevant laws, and the claim procedures and requirements of insurance companies
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to timely provide insurance companies with relevant documents and information according to claim procedures so as to handle employee compensation claims.</p>	
8. Remarks		

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle public liability claims
2. Code	LOCUIL405A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to understand relevant insurance contract terms; to select and provide claim documents and information for insurance companies and follow up matters related to public liability claims.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of public liability insurance terms and claims</p> <ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand public liability insurance terms ◆ Understand the survey reports and recommendations from experts ◆ Understand the tortuous liabilities, impacts of errors and omissions arising from operation, and the impact of relevant legislations on the liabilities of logistics and freight operators ◆ Understand the accident/casualty reports and recommendations from experts ◆ Understand the claim procedures and requirements of insurance companies

	<p>6.2 Handle public liability claims</p> <ul style="list-style-type: none"> ◆ Capable to act according to the claim procedures of the insurance company, for example, informing the claim agent within the specified period of time and appointing surveyor to investigate the accident as deemed necessary ◆ Understand the details of the accident/incident, for example, the reasons of the third party for lodging a claim, the course of the accident/incident, involvement of subcontractors, details on the report to the police and the impact on the third party ◆ Take appropriate measures to minimize the losses ◆ Calculate the claim amount and assess the development of the situation ◆ Collect, select and provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, medical certification, record of reporting to the police and the claim documents exchanged between the company and the third party ◆ Follow up the progress of the claim with insurance companies or intermediaries, and experts, including lawyers, surveyor , to handle the claim ◆ Follow up the progress of the claim with insurance companies or intermediaries, and keep relevant departments and staff informed until the case is closed
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	<ul style="list-style-type: none"> ◆ Capable to work out the compensation amount to be paid by the insurance company if the deductible is stated in the insurance contract ◆ Collect compensation directly from insurance companies/intermediaries or through other departments and handle the relevant documents
6.3	<p>Professionalism in handling public liability claims</p> <ul style="list-style-type: none"> ◆ Handle claims in a cautious manner ◆ Avoid conflict of interests ◆ Capable to handle claims according to public liability insurance terms, relevant laws, and the claim procedures and requirements of insurance companies
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to timely provide insurance companies with relevant documents and information according to claim procedures so as to handle public liability claims.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle transport operator's liability insurance
2. Code	LOCUIL407A
3. Range	This unit of competency is applicable to sea freight, air freight, and relevant freight operators. Practitioners should be capable to understand the course of the incident, insurance law and relevant insurance contract terms; to select and provide claim documents and information for insurance companies or intermediaries and follow up matters related to liability claims according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of claim-related regulations, and the claim procedures and requirements of insurance companies</p> <ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand the details of the freight forwarders' services provided to customers and of the contracts, including the rights and obligations of both parties, and standard trading terms ◆ Understand the terms of transport operator's liability insurance, including cargo liabilities, third party liabilities, errors and omissions, fines and duties, costs and expenses, etc.

		<ul style="list-style-type: none"> ◆ Understand the survey reports and recommendations from experts ◆ Understand the tortuous liabilities, impacts errors and omissions arising from operation, and the impact of relevant legislations on handling the liabilities of logistics and freight operators ◆ Understand the claim procedures and requirements of insurance companies (including notification period, submission of relevant proofs and arrangements for inspection of cargo damage)
6.2	Handle liability insurance claims for logistics and freight operators	<ul style="list-style-type: none"> ◆ Capable to act according to the claim procedures of the insurance company, for example, informing the insurance company or the claim agent of the accident or the claim within the specified period of time, appointing eligible surveyor to investigate and analyze the accident as deemed necessary, and making defences against the claimant ◆ Contact relevant departments and staff for the details and causes of the incident; collect relevant documents and information for lodging a claim; take appropriate measures to minimize the losses of the company ◆ Inform, if necessary, the third party, including carriers, warehousing services providers and other subcontractors, of the details of the accident and the claim amount; reserve the right to claim damages

		<ul style="list-style-type: none"> ◆ Provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, bill of lading, survey report, standard trading terms and the claim documents exchanged between the insured and the third party ◆ Respond to the requests of the claimant properly, including liabilities sharing, guarantee provision or compensation ◆ Follow up the progress of the claim with insurance companies or intermediaries, including joint actions like negotiating with all the claimants and fighting for the best compensation option, and appointing lawyers to handle possible legal proceedings ◆ Verify the final compensation and collect it from insurance companies/intermediaries or through other departments
6.3	Professionalism in handling liability insurance claims for logistics and freight operators	<ul style="list-style-type: none"> ◆ Handle claims in a cautious manner ◆ Act according to the instructions of the customer if handling the claim as an agent ◆ Avoid conflict of interests ◆ Abide by the rules in respect of confidentiality and non-disclosure ◆ Handle claims according to the terms of transport operator's liability insurance, relevant laws, and the claim procedures and requirements of insurance companies

7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to provide insurance companies with relevant documents and information according to claim procedures so as to handle liability claims for logistics and freight operators.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply environmental protection laws and international conventions relevant to the logistics industry		
2. Code	LOCUIL408A		
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to understand the importance of environmental protection, to understand the environmental protection laws and international conventions relevant to the logistics industry, and to issue proper guidelines to the staff.		
4. Level	4		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Understand environmental protection laws and international conventions relevant to the logistics industry</div> <div> <ul style="list-style-type: none"> ◆ Understand environmental protection laws and international conventions relevant to the logistics industry ◆ Understand the legal responsibilities and impact by violation of the laws/ international conventions ◆ Understand the importance of the promotion of environmental protection ◆ Understand the positive and negative influence on the company of implementing and not implementing environmental protection strategies ◆ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers </div> </div> <div> <div>6.2 Formulate code of practice relevant to environmental protection</div> <div> <ul style="list-style-type: none"> ◆ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers so as to master the conditions that may lead to violation of law </div> </div>		

	<ul style="list-style-type: none"> ◆ Prepare practical guidelines/code with respect to the operation of relevant units to ensure that the company operates legally ◆ Elaborate to the departments and colleagues the importance of environmental protection, relevant legal requirements, and the legal responsibilities and impact by violation of law ◆ Inform the departments and colleagues at suitable time about modifications of environmental protection laws relevant to the logistics industry and the influence of the modifications
	<p>6.3 Professionalism in applying environmental protection laws and international conventions</p> <ul style="list-style-type: none"> ◆ Assist the company in formulating occupational staff guidelines based on the environmental protection laws and international conventions relevant to the logistics industry
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to assist the company cautiously in formulating relevant staff guidelines based on the understanding of the environmental protection laws and international conventions relevant to the logistics industry and on the operational need of the company, for the promotion of the awareness of environmental protection to the company and staff and for the legal operation of the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply occupational safety and health ordinances relevant to the logistics industry
2. Code	LOCUIL409A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to understand the occupational safety and health ordinances relevant to the logistics industry and the importance of occupational safety and health, and use relevant knowledge to issue for the company clear guidelines on safe operation.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of the occupational safety and health ordinances relevant to the logistics industry</p> <ul style="list-style-type: none"> ◆ Understand the organizational structure and duties of the Occupational Safety and Health Council ◆ Understand the relevant legislations and regulatory areas, including the occupational safety and health legislations, employment-related legislations and legislations relevant to business operation ◆ Understand the legal responsibilities and impact by violation of law ◆ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers ◆ Have basic understanding of occupational safety and health products or devices

	<p>6.2 Promote occupational safety and health in the company or among employees</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers so as to master the conditions that may lead to accidents ◆ Prepare practical guidelines/code with respect to the operation of relevant units to ensure that the company operates legally and for the sake of colleagues' health and safety ◆ Elaborate to the departments and colleagues the importance of occupational safety and health, relevant legal requirements, and the legal responsibilities and impact by violation of law ◆ Inform relevant departments and colleagues at suitable time about modifications of occupational safety and health ordinances relevant to the logistics industry and the influence of the modifications <p>6.3 Professionalism in applying the occupational safety and health ordinances</p> <ul style="list-style-type: none"> ◆ Assist the company in formulating occupational safety and health measures based on the understanding of the occupational safety and health ordinances
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to assist the company cautiously in formulating relevant guidelines for staff based on the understanding of the occupational safety and health ordinances to meet the operational need of the company so as to promote among the staff the awareness of occupational safety and health.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply the Prevention of Bribery Ordinance		
2. Code	LOCUIL410A		
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to understand the Prevention of Bribery Ordinance and issue clear guidelines to employees to ensure that their behavior complies with the law.		
4. Level	4		
5. Credit	3 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of the Prevention of Bribery Ordinance</div> <div> <ul style="list-style-type: none"> ◆ Understand the organizational structure and duties of the Independent Commission Against Corruption (ICAC) ◆ Understand the Independent Commission Against Corruption Ordinance and the Prevention of Bribery Ordinance, including the interpretation of soliciting or accepting an advantage, bribery and conspiracy, and penalty for offences ◆ Understand fairly the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers ◆ Master conditions that may lead to corrupt conduct and the channels to report corruption </div> </div> <div> <div>6.2 Apply the Prevention of Bribery Ordinance</div> <div> <ul style="list-style-type: none"> ◆ Communicate with relevant departments to understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers so as to identify conditions that may lead to corrupt conduct </div> </div>		

	<ul style="list-style-type: none"> ◆ Prepare practical guidelines/code of conduct with respect to the operation of relevant units to ensure that the company operates legally and to avoid as far as possible unnecessary lawsuits and losses ◆ Elaborate to the departments and colleagues the importance of abiding by business ethics, legal requirements and ethical standards ◆ Implement anti-corruption measures ◆ Understand the internal corruption reporting mechanism ◆ Inform relevant departments and colleagues at suitable time about modifications of labour-related legislations and influence of the modifications
	<p>6.3 Professionalism in applying the Prevention of Bribery Ordinance</p> <ul style="list-style-type: none"> ◆ Assist the company in formulating staff guidelines relevant to the Prevention of Bribery Ordinance
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to assist the company cautiously in formulating relevant guidelines for staff based on the understanding of the Prevention of Bribery Ordinance to meet the operational need of the company so as to promote among the staff the awareness of anti-corruption.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Understand intellectual property and avoid infringement act
2. Code	LOCUIL411A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to understand the intellectual property ordinances and the importance of intellectual property, and capable to issue clear guidelines to the staff so as to enhance their awareness of respecting the innovative industry and avoid infringement act.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>6.1 Understand classification and characteristics of intellectual property</p> <p>6.2 Avoid infringement act</p> </div> <div style="width: 50%;"> <ul style="list-style-type: none"> ◆ Understand fairly the definition and areas of protection for copyright, registered design, patent and trademark, and liabilities arising from infringement ◆ Understand the organizational structure and duties of the Intellectual Property Department ◆ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers ◆ Liaise with relevant department to understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers so as to identify conditions that may lead to infringement </div> </div>

	<ul style="list-style-type: none"> ◆ Prepare practical guidelines/code on the protection of intellectual property right with respect to the operation of relevant units to ensure that the company operates legally and to avoid unnecessary lawsuits or losses ◆ Elaborate to the departments and colleagues the importance of intellectual property and the legal requirements ◆ Inform the departments and colleagues at suitable time about modifications of intellectual property ordinances and the influence of the modifications
	<p>6.3 Professionalism in applying intellectual property ordinances</p> <ul style="list-style-type: none"> ◆ Assist the company in formulating relevant guidelines based on the intellectual property ordinances
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to assist the company cautiously in formulating relevant guidelines based on the intellectual property ordinances and the operational need of the company, in order to promote the staff's awareness of respecting intellectual property and ensure that the company operates legally.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply basic principles of insurance law to handle insurance matters
2. Code	LOCUIL412A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to handle insurance matters by applying the basic principles of insurance contract and base on the understanding of the transport procedures as well as the characteristics of the goods.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic principles of insurance contract</p> <ul style="list-style-type: none"> ◆ Understand the structure of the Office of the Commissioner of Insurance ◆ Understand the monitor of insurance companies or intermediaries by the Office of the Commissioner of Insurance ◆ Understand the application of relevant insurance legislations in Hong Kong and other countries ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the legal responsibilities and impact by violation of law ◆ Understand the criminal and civil liabilities for business in general ◆ Understand the characteristics of the industry, the operation procedure, and the cooperation and relationship with customers

	<p>6.2 Handle insurance matters by applying the basic principles of insurance contract</p> <ul style="list-style-type: none"> ◆ Understand the impact on the validity of the insurance contract by violation of the principle of utmost good faith ◆ Capable to distinguish material and immaterial circumstances so as to decide whether to inform the insurance company or not on any changes in business operation, insurance standards, etc. ◆ Apply the definition of insurable interest to define whether the company possess legally-recognized interests in the subject matter insured so as to arrange a valid insurance contract ◆ Insure for the subject matter insured at suitable time ◆ Understand the principle of contract of indemnity so as to decide the appropriate sum insured and make claims for it ◆ Understand insurer in the situation of underinsurance and how to assess the compensation amount ◆ Apply relevant basic principles of insurance law to handle claims
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to make appropriate insurance decisions according to insurance principles; and</p> <p>(ii) Capable to inform or consult relevant parties, according to insurance principles, on relevant insurance matters when necessary.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply labour legislations relevant to human resources management		
2. Code	LOCUIL413A		
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to understand and apply labour legislations relevant to human resources management so as to ensure that the company operates legally.		
4. Level	4		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Understand labour legislations relevant to human resources management</div> <div> <ul style="list-style-type: none"> ◆ Understand the functions and operation of the Hong Kong Labour Department and related statutory organizations ◆ Understand major labour legislations and relevant legislations, including the Employment Ordinance, the Protection of Wages on Insolvency Ordinance, the Employees' Compensation Ordinance, the Contracts for Employment Outside Hong Kong Ordinance and the Occupational Safety and Health Ordinance ◆ Understand thoroughly the legal definitions of different areas, including the definitions of employee and employer, the calculation and entitlement of continuous contract, wages, paid leave, sick leave, leave due to work injury, maternity leave, severance payment, long service payment, etc., and the termination of employment contract ◆ Understand the Mandatory Provident Fund Scheme </div> </div>		

		<ul style="list-style-type: none"> ◆ Know about other statutory organizations, including the functions and operation of the Office of the Privacy Commissioner for Personal Data, the Equal Opportunities Commission and the Independent Commission Against Corruption; understand relevant legislations
6.2	Apply labour legislations relevant to human resources management	<ul style="list-style-type: none"> ◆ Liaise with relevant departments to understand the characteristics of the trade and the operation procedure, and prepare employment contracts to ensure that the operation of the company complies with labour-related legislations ◆ Issue clear guidelines and instructions to the staff to ensure that their behaviour complies with the law ◆ Handle labour disputes legally and avoid unnecessary lawsuits and losses ◆ Inform relevant departments and colleagues at suitable time about modifications of labour-related legislations and the influence of the modifications
6.3	Professionalism in applying labour legislations relevant to human resources management	<ul style="list-style-type: none"> ◆ Assist the company in formulating staff guidelines based on labour legislations relevant to human resources management

7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to assist the company cautiously in formulating relevant staff guidelines based on the understanding of labour legislations relevant to human resources management and the operational need of the company so as to handle the human resources management matters properly.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle claims for aircraft damage
2. Code	LOAFIL401A
3. Range	This unit of competency is applicable to airlines. Practitioners should be capable to understand the course of the incident, insurance law and relevant insurance contract terms; to provide useful claim documents and information for insurance companies and intermediaries and follow up claim matters according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of aviation insurance terms, relevant laws, and claim procedures of insurance companies</p> <ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand the terms of aviation insurance terms, including the risks covered, the exclusions, terms on claims, and terms on dismantlement, transportation and repair, etc. ◆ Understand the survey reports and recommendations from experts ◆ Understand the claim procedures and requirements of insurance companies, including notification period, submission of relevant proofs and claim documents

	<p>6.2 Handle claims for aircraft damage</p> <ul style="list-style-type: none"> ◆ Capable to act according to claim procedures, for example, informing the insurance company and the claim agent of the incident or the claim promptly or within the specified period of time; appointing appropriate experts to investigate and analyze the accident as deemed necessary ◆ Contact relevant departments and personnel for the details and causes of the incident; collect relevant documents and information for lodging a claim; take appropriate measures to minimize the faults and losses of the company ◆ Select and provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, survey report, and the documents exchanged between the insured and the third party ◆ Follow up the progress of the claim with insurance companies and intermediaries ◆ Verify the final compensation formulated by the insurance company and handle relevant documents <p>6.3 Professionalism in handling claims for aircraft damage</p> <ul style="list-style-type: none"> ◆ Handle claims in a cautious manner ◆ Avoid conflict of interests ◆ Handle claims according to the terms of insurance, and the claim procedures and requirements of insurance companies
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to provide insurance companies with relevant claim documents and information according to claim procedures so as to handle claims for aircraft damage.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle claims for air cargo damage
2. Code	LOAFIL402A
3. Range	This unit of competency is applicable to air freight and relevant operators. Practitioners should be capable to understand the course of the incident, insurance law and relevant insurance contract terms; to provide claim documents and information for insurance companies and intermediaries and follow up claim matters according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of insurance terms, claim procedures of insurance companies, and relevant legislations /international conventions</p> <ul style="list-style-type: none"> ◆ Understand the operation of the air freight industry, and the cargo damage, loss and delay occurred during operation ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand air cargo insurance terms ◆ Understand the impact of relevant legislations/international conventions on handling claims ◆ Understand the claim procedures and requirements of insurance companies ◆ Understand different types of air freight documents and their use

	<p>6.2 Handle claims for air cargo damage</p> <ul style="list-style-type: none"> ◆ Understand the course of the incident through different channels and collect relevant documents and information for lodging a claim; take appropriate measures to minimize the losses ◆ Understand air cargo insurance terms, the claim procedures and requirements of insurance companies, relevant legislations/international conventions, and handle claims ◆ Assess the lose amount and calculate the claim amount ◆ Provide useful claim documents and information for insurance companies, such as master air waybill, house air waybill, notice of claim and investigation report, etc. ◆ Understand the survey reports and recommendations from experts ◆ Appoint appropriate experts to handle claims on the company's behalf as deemed necessary ◆ Follow up the progress of the claim with insurance companies and intermediaries, and keep relevant departments informed until the case is closed ◆ Collect compensation from insurance companies and intermediaries and handle relevant documents according to procedures
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	<p>6.3 Professionalism</p> <ul style="list-style-type: none"> ◆ Handle claims according to insurance law, insurance terms, claim-related legislations /international conventions, and the claim procedures and requirements of insurance companies ◆ Handle claims in a cautious manner ◆ Avoid conflict of interests
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle claims and provide relevant documents and information for insurance companies and intermediaries, and follow up claim matters according to claim procedures so as to protect the interests of the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle claims for air cargo liability insurance
2. Code	LOAFIL403A
3. Range	This unit of competency is applicable to air freight and relevant operators. Practitioners should be capable to understand the course of the incident, insurance law and relevant insurance contract terms; to provide useful claim documents and information for insurance companies and intermediaries and follow up claim matters according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air cargo liability insurance terms, relevant laws and claim procedures of insurance companies</p> <ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand the relationship with customers, including the rights and obligations of both parties ◆ Understand the insurance contract terms of air cargo liability ◆ Understand the survey reports and recommendations from experts

	<p data-bbox="387 837 703 1032">6.2 Handle claims for air cargo liability insurance</p> <ul style="list-style-type: none"> <li data-bbox="762 241 1469 539">◆ Understand the possible tortious liabilities when providing air freight service; the liabilities and litigation costs incurred by negligence, errors and omissions arising from operation; and the impact of relevant legislations <li data-bbox="762 562 1469 808">◆ Understand the claim procedures and requirements of insurance companies, including: notification period, submission of relevant proofs and claim documents <li data-bbox="762 837 1469 1301">◆ Capable to act according to claim procedures, for example, informing the insurance company and the claim agent of the incident or the claim promptly or within the specified period of time; appointing appropriate experts to investigate and analyze the accident as deemed necessary and making proper defences against the claimant <li data-bbox="762 1323 1469 1621">◆ Contact relevant departments or personnel for the details and causes of the incident; collect relevant documents and information for lodging a claim; take appropriate measures to minimize the faults and losses of the company <li data-bbox="762 1644 1469 1783">◆ Apply international conventions effectively to protect the interests of the company <li data-bbox="762 1805 1469 2103">◆ Provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, survey report, contract concerned, and the claim documents exchanged between the insured and the third party
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	<ul style="list-style-type: none"> ◆ Consult insurance companies and intermediaries to make appropriate response to the third party on liabilities, providing paying compensation or claims for damage, etc. ◆ Follow up the progress of the claim with insurance companies and intermediaries; jointly negotiate with the claimants to fight for the best compensation option or appoint lawyers to handle possible litigation ◆ Verify the final compensation formulated by the insurance company and handle relevant documents <p>6.3 Professionalism in handling claims for air cargo liability insurance</p> <ul style="list-style-type: none"> ◆ Handle claims in a cautious manner ◆ Avoid conflict of interests ◆ Handle claims for air cargo liability insurance according to the terms of insurance, relevant laws, and the claim procedures and requirements of insurance companies
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to provide insurance companies with relevant claim documents and information according to claim procedures so as to handle claims for air cargo liability insurance.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Design e-commerce procedures for the logistics industry
2. Code	LOCUEL401A
3. Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to optimize the workflow of e-commerce conducted among relevant enterprises or units in the industry.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of e-commerce operation conducted among relevant enterprises or units in the industry and the strengths and weaknesses of different technologies</p> <ul style="list-style-type: none"> ◆ Understand the relationship between e-commerce and the operation of logistics enterprise ◆ Understand the working relationship and flow of e-commerce among different enterprises or units ◆ Understand the legal responsibilities and risks faced by different enterprises or units when conducting e-commerce operation ◆ Understand and identify the strengths and weaknesses of popular e-commerce technologies in the logistics industry, including: <ul style="list-style-type: none"> • Networking: infrastructure like the Internet, Intranet and Extranet • Customer: data security, marketing, transaction and payment services • Trading and enterprise partners: data exchange and safe transaction through the Internet or Intranet

		<ul style="list-style-type: none"> • Staff of the enterprise: communicate and cooperate through the Internet or Intranet to complete relevant e-commerce operation • IT professionals and users: establish, manage and operate the e-commerce system of the enterprise with appropriate software development tools
	6.2 Analyze and formulate electronic data flow among relevant units	<ul style="list-style-type: none"> ◆ Base on daily logistics operation to assess the relationship among different enterprises or units and the influence of different forms of e-commerce operation on the overall business of the enterprise ◆ Base on the assessment to analyze the relationship between the demand for e-commerce among different enterprises or units and the existing e-commerce workflow ◆ Base on the demand for e-commerce among different enterprises or units and relevant business partners' special requirements to assess different forms and technologies of e-commerce operation so as to design the form and workflow of e-commerce for the enterprise
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze the demand for e-commerce and design relevant e-commerce workflow according to the actual situation of the enterprise and relevant business partners' special requirements; and</p> <p>(ii) Capable to use e-commerce to expand the enterprise's market share and extend its logistics operation to other areas.</p>	
8. Remarks		

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Design electronic document security system and procedures for the logistics industry
2. Code	LOCUEL402A
3. Range	This unit of competency is applicable to relevant units of the logistics industry. Practitioners should be capable to analyze and design electronic security work as required for electronic document processing and exchange or daily operation according to the needs of individual companies and special requirements of relevant business partners.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge relevant to electronic document security technology</p> <ul style="list-style-type: none"> ◆ Understand the workflow of logistics and requirements for circulation and confidentiality of the data involved ◆ Understand the level and area of protection for various types of electronic document/data in the operation of the enterprise: <ul style="list-style-type: none"> • Confidentiality - no access to the content of data assets by inappropriate members • Integrity - the content of data assets should remain intact • Availability - data assets should be available all the time • Understand relevant legal responsibilities of various types of electronic document/data

		<ul style="list-style-type: none"> ◆ Understand strengths and weaknesses of popular electronic document/data security technologies, including: <ul style="list-style-type: none"> • Different electronic document encryption technologies • Security technologies for the network within the office • Security technologies for distance access and Virtual Private Network(VPN) • Security technologies for using the Internet • Anti-virus technologies • Backup and recovery of electronic documents and server data
6.2	Design electronic document security system and procedures	<ul style="list-style-type: none"> ◆ Base on daily logistics operation of the enterprise to assess the risks and influence of various types of data assets on the overall business of the enterprise ◆ Base on the risk assessment to analyze the demand for electronic document/data security ◆ Base on the demand for electronic document/data security and relevant business partners' special security requirements to assess the suitability of various types of electronic security technologies, and design the electronic document/data security procedures and electronic security system for the enterprise

7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze the electronic document/data security procedures according to the actual situation of the enterprise and relevant business partners' special requirements so as to ensure confidentiality, integrity and availability of the electronic document/data when processing them; (ii) Capable to analyze the security demand for various types of electronic document/data and compile risk assessment reports; and (iii) Capable to analyze the security demand for various types of electronic document/data, compile security procedures and recommend suitable electronic security system.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate information system upgrading demand
2. Code	LOCUEL403A
3. Range	This unit of competency is applicable to all kinds of logistics operators using information system. Practitioners should be capable to optimize the functions of the information system for e-logistics operation between the company and customers.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge relevant to logistics information system</p> <ul style="list-style-type: none"> ◆ Understand regular logistics procedures between the company and relevant units ◆ Understand the security procedures and requirements for the e-logistics operation between the company and relevant units ◆ Understand the legal responsibilities and risks of the e-logistics operation between the company and relevant units ◆ Be familiar with the logistics operation information system software ◆ Understand functions and roles of the company and relevant units in daily logistics operation ◆ Understand strengths and weaknesses of the technology used in the logistics operation ◆ Master the latest development of logistics operation information system

	<p>6.2 Formulate information system upgrading demand</p>	<ul style="list-style-type: none"> ◆ Base on daily logistics operation of the company to assess the influence of the logistics operation information system on the overall business of the company ◆ Base on the assessment to analyze the demand for the logistics operation information system and its relationship with the logistics operation information system used by the company ◆ Set up working groups to handle requirements for information system technology, logistics operation and customer service ◆ Assess different plans for information system upgrading according to the demand for online logistics operation with relevant units and special requirements of relevant customers and business partners ◆ Provide guidelines and direction, according to the demand, for engineering department or consultant to design information system upgrading plans for the company ◆ Establish communication mechanism for technical personnel and logistics managerial staff to deliberate on the upgrading plan ◆ Analyze the cost effectiveness of the system upgrading ◆ Compile proposals to illustrate the formulation of the information system upgrading plans ◆ Compile a report to illustrate the selected information system upgrading plan
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze the demand for logistics operation information system upgrading according to the actual situation of the company and relevant business partners' special requirements; (ii) Capable to compile proposals to illustrate the formulation of the information system upgrading plans; and (iii) Capable to compile a report to illustrate the selected information system upgrading plan.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate the electronic data flow for relevant parties of the logistics industry
2. Code	LOCUEL404A
3. Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to optimize the electronic data flow in cargo transport operation among relevant units.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of data flow in cargo transport operation and the strengths and weaknesses of electronic document interchange technology</p> <ul style="list-style-type: none"> ◆ Understand the document/data flow in cargo transport operation among relevant parties, including following types of documents: <ul style="list-style-type: none"> • Documents for purchase and cargoes (purchasing order, invoice, etc.) • Documents for consignment (bill of lading, master airway bill / house airway bill, etc.) • Documents for local transport (arrival notice, delivery order, receipt record, etc.) • Inspection certification, insurance and documentary credit (notice of inspection arrangement, policy, etc.) • Invoice on local transaction and documents for payment (payment instruction, confirmation of payment, etc.) ◆ Understand the legal responsibilities and risks of various types of electronic documents and technologies

	<ul style="list-style-type: none"> ◆ Understand strengths and weaknesses of standards, formats and technologies of electronic document/data interchange commonly used in the logistics industry, including: <ul style="list-style-type: none"> • Electronic Data Interchange (EDI) • Extensible Markup Language (XML) • Digital Trade and Transportation Network (DTTN)
6.2	<p>Formulate electronic data flow among relevant units</p> <ul style="list-style-type: none"> ◆ Base on regular logistics operation of the company to assess the influence of electronic document/data on the overall business of the company ◆ Base on the assessment to analyze the demand for electronic document/data and its relationship with the existing electronic document/data flow ◆ Base on the demand for various types of electronic document/data and business partners' special requirements to assess the suitability of various types of electronic document/data flow plans and design a electronic document/data flow plan for the company
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to analyze the demand for various types of electronic document/data, design electronic document/data flow and enhance the efficiency of logistics operation and electronic document/data flow according to the actual situation of the company and relevant business partners' special requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Design e-logistics website for the logistics industry
2. Code	LOCUEL405A
3. Range	This unit of competency is applicable to logistics services operators. Practitioners should be capable to design e-logistics website for e-logistics operation in the logistics industry and to optimize the functions of the e-logistics website.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of e-logistics operation and relevant technologies</p> <ul style="list-style-type: none"> ◆ Understand regular logistics procedures between the company and relevant parties ◆ Understand the flow of e-logistics operation between the company and relevant parties ◆ Understand the security procedures and requirements for e-logistics operation between the company and relevant parties ◆ Understand the legal responsibilities and risks of the e-logistics operation between the company and relevant parties ◆ Understand the functions and roles of the company's website in e-logistics operation ◆ Understand the strengths and weaknesses of the information technology commonly used by the logistics industry ◆ Understand the situation and trend of the use of website in the industry

	<p>6.2 Analyze and formulate demand for e-logistics website</p> <ul style="list-style-type: none"> ◆ Assess the relationship of the company with relevant units and the influence of the e-logistics operation on the overall business of the company according to daily logistics operation of the company ◆ Base on the assessment to analyze the demand for the e-logistics operation between the company and relevant parties ◆ Base on the demand for e-logistics operation with relevant parties and special requirements of relevant customers and business partners to assess different solutions for functions of the e-logistics website of the company, so as to design and upgrade the website functions ◆ Use the website to release, convey, store and present information ◆ Use the website to communicate effectively and manage the relationship with customers and business partners ◆ Design a high quality website to attract more customers to use in order to improve effectiveness ◆ Design a high quality website to facilitate customer's use of website for complex logistics operation
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to analyze the demand for e-logistics website and design an e-logistics website according to the actual situation of the company and relevant business partners' special requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate safety code for logistics employees of various levels
2. Code	LOCUSH401A
3. Range	This unit of competency is applicable to all logistics enterprises and units. Practitioners should be capable to formulate occupational safety code for logistics employees of various levels according to individual working environments and types of work.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of occupational safety and health</p> <ul style="list-style-type: none"> ◆ Understand the safety responsibilities, including those of the legal aspect, of staff of various levels in the logistics industry ◆ Be familiar with the guidelines on occupational safety and health in the logistics industry ◆ Understand the general operational planning for the industry, including: <ul style="list-style-type: none"> • Understanding the working environment • Being familiar with the working procedures • Wearing suitable attire and personal protection equipment ◆ Be familiar with various operation procedure of the logistics industry and potential dangers thus occurred, especially duties related to the following jobs: <ul style="list-style-type: none"> • Cargo stuffing crew • Cargo loading / unloading stowage crew

		<ul style="list-style-type: none"> • Signaller • Winch and crane operator • Forklift truck operator • Container truck driver
6.2	Formulate safety code for logistics employees of various levels	<ul style="list-style-type: none"> ◆ Refer to guidelines or codes of occupational safety and health stipulated by international organizations or in the law ◆ Assess the dangers and accidents that may happen in logistics procedures and workplace ◆ Analyze relevant risk assessment reports ◆ Refer to relevant occupational safety and health guidelines and legislations, and formulate occupational safety and health guidelines, statutory code of practice, code of mechanical operation, etc. with reference to individual enterprises' at risk duties ◆ Assess employees' ability to understand the code ◆ Use different channels and ways to circulate and explain the code ◆ Compile safety guidelines for individual job positions ◆ Update the safety code and assess its applicability

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate occupational safety and health code according to the type of operation of individual enterprises the safety and health of employees and the compliance of relevant legislations; and (ii) Capable to compile occupational safety and health code that the employees can understand and follow.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Conduct occupational safety and health supervision for the logistics industry
2. Code	LOCUSH402A
3. Range	This unit of competency is applicable to all logistics enterprises and units. Practitioners should be capable to master safety management skills and knowledge of occupational safety and health, and conduct occupational safety and health supervision in workplaces of the logistics industry to comply with the relevant safety legislations and requirements of services contracts.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Concept and skills of occupational safety and health supervision</p> <ul style="list-style-type: none"> ◆ Understand various logistics processes and procedures ◆ Understand the occupational safety and health responsibilities of staff of various levels ◆ Understand the concept and skills of safety management in carrying out safety supervision, including: <ul style="list-style-type: none"> • Work safety requirements for logistics workplaces in general • Safety inspection • Accident investigation • Safety audit and check • Workplace cleanliness and hygiene • Safety promotion • Risk assessment • Safety committee • Knowledge of latest safety legislations

	<p>6.2 Conduct occupational safety and health supervision</p> <ul style="list-style-type: none"> ◆ Inspect safety equipment in logistics workplaces and conduct safety inspection ◆ Assess occupational safety risks to identify hazards ◆ Assist in implementing safety policy, measures and procedures ◆ Observe whether the staff operate according to legislations and guidelines ◆ Investigate work accidents or incidents ◆ Receive occupational safety training provided regularly ◆ Respond to views from other people on safety and health ◆ Obtain latest information and legislative amendments ◆ Rectify immediately wrong operation and make remedy ◆ Explain incidents that may possibly happen for non-compliance of safety practice and their seriousness ◆ Record inspections conducted and observation results ◆ Provide useful information to staff ◆ Conduct effective occupational safety and health consultation ◆ Summit regularly occupational safety and health reports and accident data ◆ Cooperate with the safety committee and working groups ◆ Give warnings, suggestions or training to staff who break the rules according to corporate terms of reference ◆ Record and reward staff who abide by the rules of occupational safety and health
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7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply safety management skills and knowledge of occupational safety and health to conduct occupational safety and health supervision according to relevant safety legislations and contract requirements.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement safety management in the workplace		
2. Code	LOCUSH403A		
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to implement safety management in the workplace to reduce industrial accidents and risks in the workplace.		
4. Level	4		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of safety management in the workplace</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept of safety management in the workplace ◆ Master the methods of safety management in the workplace, such as 5S and risk management ◆ Understand relevant occupational safety and health legislations, guidelines of regulators and industrial standards ◆ Understand the logistics activities and working procedures in the workplace ◆ Understand the materials, machinery, facilities, equipment and tools used in the working procedures ◆ Understand the responsibilities of all the staff in the workplace </div> </div> <div> <div>6.2 Implement safety management in the workplace</div> <div> <ul style="list-style-type: none"> ◆ Arrange appropriate number of safety officers or staff ◆ Arrange appropriate number of staff in the workplace who can give first aid ◆ Arrange appropriate and adequate protection equipment and facilities </div> </div>		

	<ul style="list-style-type: none"> ◆ Conduct pre- and post-work briefings ◆ Inspect the workplace to see whether the environment is suitable, including the lighting and air circulation ◆ Inspect the workplace to see whether the warning signs, fire escapes and other instructions are adequate ◆ Inspect the workplace to see whether the safety facilities and equipment, such as fences and ladders, are suitable ◆ Conduct general safety inspections ◆ Formulate standard procedures for the staff to follow ◆ Streamline and rationalize operation procedure according to the operational procedures or guidelines of the company ◆ Establish the culture of safety in the workplace ◆ Plan and implement relevant safety drills ◆ Collect routine data and views of the staff on the performance of occupational safety and health measures ◆ Compile guidelines or procedures on daily safety management so that the relevant staff could work effectively
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to arrange sufficient manpower, equipment and facilities, according to working guidelines formulated, for effective implementation of safety management in the workplace; and</p> <p>(ii) Capable to compile guidelines or procedures on daily safety management so that the staff could work effectively.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Conduct quality management audit
2. Code	LOCUQM401A
3. Range	This unit of competency is applicable to all kinds of logistics enterprises. Practitioners should be capable to audit the quality management system for transport and logistics services according to the formulated quality management system, policy and target.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Audit the quality of transport and logistics services</p> <ul style="list-style-type: none"> ◆ Understand the concept of quality management ◆ Understand the operation flow of transport and logistics services ◆ Understand the service and operation targets as formulated by the organizations of the industry ◆ Understand the legal requirements and guidelines of government departments relevant to the service and operation targets ◆ Understand the requirements of other countries, international conventions, or relevant organizations that are involved with the service, and also the working standards and operation modes entailed to meet the requirements ◆ Understand the quality management systems, policies and goals of individual enterprises

		<ul style="list-style-type: none"> ◆ Understand the objectives, purposes and values of various types of audit, including: <ul style="list-style-type: none"> • System Audit • Process Audit • Performance Audit • Compliance Audit • Regulatory Audit ◆ Master methods and techniques for quality system audit, including: <ul style="list-style-type: none"> • Planning and preparation • Observation, sampling survey and clue finding • Communication with the management level and staff at the basic level • Compiling audit reports • Managing audit procedures • Follow up of audit results ◆ Understand assessment requirements for quality management
6.2	Conduct quality management audit	<ul style="list-style-type: none"> ◆ Plan and prepare quality management audit ◆ Compile workflow of logistics services and identify areas that needs audit ◆ Organize audit team and determine internal rights and obligations ◆ Prepare the checklist for audit ◆ Vet the quality management manual or proposal ◆ Conduct site audit ◆ Compile audit reports and reports on non-conforming items ◆ Follow up audit results and remedial actions ◆ Suggest ways to continuously improve the audit exercise

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to plan, conduct and report on quality audit; and (ii) Capable to use audit to continuously improve the quality management system.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Promote quality management culture to frontline staff
2. Code	LOCUQM402A
3. Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to promote and foster basic level quality management culture for transport and logistics services, and handle different suggestions on quality improvement.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Quality management concept and promotion techniques</p> <ul style="list-style-type: none"> ◆ Understand the concept of quality management ◆ Understand the importance of enterprise culture to the implementation of quality management ◆ Understand the characteristics of the manpower market of the transport and logistics industries ◆ Understand the nature, characteristics of the employees and enterprise culture of the transport and logistics industries, so as to implement the quality management culture and training ◆ Understand corporate resources available internally and externally ◆ Master the technique in organizing cultural promotion and in communication ◆ Master the project management technique in the promotion of events

	<p>6.2 Promote and foster basic level quality management culture</p> <ul style="list-style-type: none"> ◆ Analyze the composition, communication channels and cohesion of the frontline staff ◆ Promote basic level quality management culture, including: <ul style="list-style-type: none"> • Arrange for on-the-job training on quality knowhow for frontline staff • Set up frontline staff quality monitoring group to foster basic level quality management culture • Establish channels for frontline quality management culture promotion • Organize quality management culture promotional activities, such as quiz competitions, quality circle, visits, seminars, etc. ◆ Select ways of promotion suitable to frontline staff ◆ Handle different opinions on quality improvement <ul style="list-style-type: none"> • Organize quality monitoring group discussion for different service areas and collect staff's suggestions on quality management improvement • Analyze various recommendations on quality management improvement and report to the management through the communication mechanism
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to promote frontline level quality management culture effectively and foster the whole unit's commitment on service quality; and</p> <p>(ii) Capable to handle suggestions from frontline staff on quality improvement.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Compile quality assurance procedures
2. Code	LOCUQM403A
3. Range	This unit of competency is applicable to all companies providing logistics services. Practitioners should be capable to compile quality assurance procedures for specified processes of transport and logistics services.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of quality assurance</p> <ul style="list-style-type: none"> ◆ Understand the concept of quality management ◆ Understand the format, main points and points to note for quality assurance procedures ◆ Understand the quality management system, policy and targets for individual enterprises ◆ Understand the influence of specified processes on the quality of transport and logistics services ◆ Master the implementation of specified processes, including: <ul style="list-style-type: none"> • Procedures, resources, manpower and technology • Requirements of legislations, code of practice and international standards • Relationship between upstream and downstream processes

	<p>6.2 Compile quality assurance procedures</p> <ul style="list-style-type: none"> ◆ Compile quality assurance procedures for specified processes of transport and logistics services, including: <ul style="list-style-type: none"> • Service standard and technical requirements • Competency requirements and responsibilities of staff • Resources allocation • Quality control point of transport and logistics service processes • Standards and guidelines for examination and verification • Confirm the methods of quality examination and verification • Rectification of quality deviation • Internal quality audit • Management system for document records ◆ Explain the service quality assurance procedures to personnel responsible for the procedures and quality verification ◆ Review quality assurance scheme regularly and revise according to the changing situation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to compile service quality assurance procedures according to the specifications; and (ii) Capable to explain to relevant personnel the main points and noting points for the procedures.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate environmental management policy
2. Code	LOCUQM404A
3. Range	This unit of competency is applicable to all kinds of logistics companies. Practitioners should be capable to master fully the knowledge and techniques of transport and logistics services management in the workplace, and formulate a forward looking environmental management plan.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Environmental management policy for transport and logistics services</p> <ul style="list-style-type: none"> ◆ Understand the knowledge of transport and logistics services management ◆ Understand the environmental factors of the transport and logistics services ◆ Understand the influence of the transport and logistics services on environment ◆ Understand the concept of environmental protection by enterprise, including: <ul style="list-style-type: none"> • Emergence and development of “Green Campaign” • Analysis of the internal and external environmental costs • Analysis of the cost effectiveness of environmental protection • Analysis of the lifespan cost • Sustainability • Corporate social responsibilities • Corporate environmental report

		<ul style="list-style-type: none"> ◆ Understand the environmental management concepts, such as anti-pollution, use of resources, reverse logistics and waste management ◆ Understand the environmental management systems and standards commonly used in the transport and logistics industries ◆ Understand the environmental protection legislations relevant to the transport and logistics industries ◆ Understand stakeholders' requirements and expectations for transport and logistics services ◆ Understand the company's operation strategy, management culture, major procedures and integrated operation, resources, management, etc.
6.2	Formulate environmental management policy	<ul style="list-style-type: none"> ◆ Establish communication and relationship network with stakeholders of the transport and logistics industries ◆ Establish channels to obtain environmental protection information related to legislations, technology, education, etc. ◆ Formulate environmental management policy <ul style="list-style-type: none"> • Consult stakeholders on their requirements and expectations on environmental protection • Formulate corporate environmental protection pledge • Decide on the environmental management standard or system • Establish the environmental management policy and targets

	<ul style="list-style-type: none"> • Compile environmental management plan • Explain and promote the corporate environmental protection pledge, policy and targets to stakeholders ◆ Ensure that the environmental management policy are formulated and implemented according to the corporate environmental protection policy ◆ Examine the sustainable applicability of the environmental management policy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish a good communication and relationship network with stakeholders of the transport and logistics industries; (ii) Capable to formulate corporate environmental protection pledge, policy and targets that are recognized by the stakeholders ; and (iii) Capable to strategically explain and promote the environmental protection policy to different stakeholders.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate measures to enhance staff's quality management culture and standard
2. Code	LOCUQM406A
3. Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to analyze which areas in quality management that the staff should improve, and also be capable to formulate plans to enhance staff's awareness of quality management as well as the quality management culture of enterprises.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge relevant to quality management culture</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept of quality management ◆ Understand the policy and targets of individual enterprises in quality management ◆ Understand the nature of transport and logistics enterprises, the characteristics of its staff and the culture of the enterprises for working out training programs on the awareness and culture of quality management ◆ Master the management techniques to plan and implement changes in the culture of enterprises </div> </div>

	<p>6.2 Plan and formulate measures to enhance staff's quality management culture and standard</p> <ul style="list-style-type: none"> ◆ Understand the knowledge of staff on quality management ◆ Collect staff's opinions on quality management ◆ Identify the deviation between the enterprise's targets and staff's performance on quality management for logistics services ◆ Analyze the enterprise's quality management culture ◆ Collect staff's opinions on the enhancement scheme ◆ Implement Quality Circle ◆ Formulate suitable schemes to enhance staff's awareness of quality management, including the formulation of schemes' targets, implementation methods and schedule, expected performance, budget and means for measuring the effectiveness, etc. ◆ Draft forms of enhancement measures, such as training courses and seminars, etc. ◆ Measure and review the effectiveness of the scheme after its implementation
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to define the quality management culture for an transport and logistics enterprise; (ii) Capable to draft a proposal to enhance staff's awareness of quality management; and (iii) Capable to plan and systematically implement the training program on enhancing staff's awareness of quality management.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess environmental impacts of working procedures
2. Code	LOCUQM407A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to assess each working procedure when conducting the environmental assessment of its transport and logistics service project to ensure that the project complies with the company's environmental policy.
4. Level	4
5. Credit	6 (For reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge relevant to transport and logistics service project and environmental impact assessment</p> <ul style="list-style-type: none"> ◆ Possess experiences in designing, planning and implementing projects in transport and logistics services ◆ Understand the enterprise's commitment, policy and targets on environmental management ◆ Understand international, national and regional requirements for environmental legal controls, operation principles, standards, specifications, etc., which are relevant to transport and logistics services ◆ Understand each element that affects the environment and the impact of any change in environment ◆ Master the methods and techniques for evaluating elements that affect the environment, such as air, noise pollution, water pollution, waste management, ecosystem, views and visual sensation, cultural heritage, etc.

		<ul style="list-style-type: none"> ◆ Understand all kinds of remedial measures regarding the impact on environment ◆ Understand the technology for monitoring and assessing the environment ◆ Master statistical techniques relevant to environmental assessment, data collection and analysis, forecast of trends, etc.
6.2	Assess the environmental impact of the project in transport and logistics services	<ul style="list-style-type: none"> ◆ Analyze the design proposal of the project in transport and logistics services and its environmental impact when it is in operation ◆ Select suitable standard and assessment method ◆ Discuss with stakeholders who may be affected by the project and come up with an acceptable standard ◆ Identify environmental factors that may be affected by the project ◆ Confirm the emission sources of pollution and their quantities, as well as its impact on environmental factors ◆ Master the application of resources and assess its performance and consumption ◆ Explore feasible remedial measures, and assess or predict their residual effects and cumulative effects ◆ Assist project manager to design remedial measures or amend the project proposal in an appropriate manner so as to reduce the impact to an acceptable level and meet the standards

	<p>♦ Design measuring methods for environmental performance and review their effectiveness</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master the project proposal of transport and logistics services and analyze its impact on environment; (ii) Capable to co-ordinate the project manager with the affected stakeholders, and assist the project manager to formulate feasible remedial measures; (iii) Capable to compile a comprehensive environmental impact assessment report; and (iv) Capable to assist the project manager to implement recommendations according to the environmental impact assessment report and measure environmental performance.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Enhance staff's awareness of environmental protection
2. Code	LOCUQM408A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to analyze areas that have to be enhanced regarding staff's awareness of environmental management for transport and logistics services, to formulate relevant proposals and organize promotional events to enhance staff's awareness of environmental protection.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge</p> <ul style="list-style-type: none"> ◆ Understand the concept of environmental protection and its importance ◆ Understand the commitment, policy and targets of the company on environmental management ◆ Understand the impact of transport and logistics services on environment ◆ Understand the operation flow of transport and logistics services and relevant international, national and regional requirements for environmental legal controls, operation principles, standards, specifications, etc. ◆ Master the techniques for promotion of enterprise culture and communication ◆ Master the project management technique in the promotion of events

	<p>6.2 Plan to enhance staff's awareness of environmental protection and review the effectiveness</p> <ul style="list-style-type: none"> ◆ Collect and assess the opinions of staff on environmental protection ◆ Understand the difference between enterprise's targets on environmental protection and the level that staff can achieve ◆ Formulate a scheme to enhance staff's awareness of environmental protection, including the formulation of scheme targets, implementation methods and schedule, expected performance, budget, measuring methods, etc. ◆ Draft the enhancement scheme and organize promotional events, such as training courses and seminars, etc. ◆ Handle recommendations from all parties on environmental protection ◆ Organize environmental monitoring group seminars to collect staff's opinions on environmental improvement ◆ Analyze each recommendation on environmental improvement and report to the management of the enterprise through the communication mechanism ◆ After the implementation of the scheme, measure and review the effectiveness of the scheme
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to apply suitable methods to effectively collect and analyze data on the deviation in awareness of environmental protection; (ii) Capable to identify needs of the transport and logistics enterprise for enhancing the awareness of environmental protection; and (iii) Capable to plan and systematically implement training programs to enhance staff's awareness of environmental protection.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate standard for quality management system		
2. Code	LOCUQM410A		
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to formulate standard for company's quality management system.		
4. Level	4		
5. Credit	9 (For reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge relevant to the standard of quality management system</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept of quality management ◆ Understand the service and operational standard as formulated by the organizations of the industry ◆ Understand the legal requirements and guidelines of government departments on the service and operational standard ◆ Understand the requirements of other countries, international conventions, or relevant governing bodies, and also the working standard and operational modes entailed to meet the requirements ◆ Understand the quality management plans formulated by individual enterprises, including <ul style="list-style-type: none"> • Quality management system, its policy and targets • General duties of the Quality Management Committee • Quality management education and training ◆ Understand the function of quality assurance on quality management system </div> </div>		

		<ul style="list-style-type: none"> ◆ Understand the importance of quality assurance to the quality of transport and logistics services ◆ Understand the quality assurance procedures relevant to transport and logistics services and the requirement on its service ◆ Understand the standard specified outside the enterprise <ul style="list-style-type: none"> • Organizations relevant to standardization of procedures • Standardization in various areas, such as product services, environmental protection, occupational safety, social responsibilities and fair trade, etc. • Standards applied to the operation of the industry, such as those from monitoring organizations, professional bodies, trade associations, trade unions, government, etc. • Legal standard on the operation of the industry ◆ Understand standardized requirement within the industry
6.2	Formulate standard for quality management system	<ul style="list-style-type: none"> ◆ Analyze the quality assurance procedures of the transport and logistics industry, its requirement and relevant international standards ◆ Assess whether it is necessary to adopt external standards and whether they are applicable and how they affect the cost effectiveness of the enterprise ◆ Assess the feasibility of formulating the quality management system in-house or obtaining service from consultancy firms

	<ul style="list-style-type: none"> ◆ Analyze the ways to formulate standard for quality management system <ul style="list-style-type: none"> • Bench marking • Key Performance Indicator , KPI • Performance Pledge ◆ Assess the impact of quality management system standard on the management, staff and customers ◆ Analyze the compatibility and acceptability of the quality management system standards with those adopted by other business partners ◆ Confirm the standard to be adopted for quality management system ◆ Compile reports on the standard for the quality management system ◆ Explain to units in the enterprise the reasons for the adoption of the quality management system standard ◆ Collect and analyze feedbacks and opinions of all parties on the quality management system standard ◆ Regularly review the practicality and achievability of the standard
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to thoroughly consider the formulation of the quality management system standard, and come up with detailed analysis on the suggestions; and</p> <p>(ii) Capable to compile reports on the standard for the quality management system, and elaborate the reasons for the formulation and its function.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate company's performance pledge		
2. Code	LOCUQM411A		
3. Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to formulate company's performance pledge for different service areas according to its operational direction.		
4. Level	4		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge relevant to performance pledge</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept of performance pledge and the related writing skills ◆ Understand the working processes and daily operation of logistics services of the company ◆ Understand customers' service requirements ◆ Understand the industry's service requirement based on benchmarking and key performance index, etc. ◆ Master the concept, method and technique on work flow study or simulation study ◆ Understand the obstacles and difficulties in formulating performance pledge ◆ Understand the limitation of performance pledge's application </div> </div> <div> <div>6.2 Formulate performance pledge</div> <div> <ul style="list-style-type: none"> ◆ Use analytical tools to assess the time, resources and service level required of the project </div> </div>		

	<ul style="list-style-type: none"> ◆ Use suitable means and analytical tools to understand customers' requirements on service quality ◆ Explore the deviation between company's standard and customers' requirements ◆ Analyze the pressure on cost and resources exerted by the enhancement of the company's services ◆ Analyze the cost effectiveness of different procedures in service performance pledge proposals ◆ Select suitable proposal for the performance pledge ◆ Compile reports for the decision making level in the company and elaborate the formulation of the performance pledge proposal ◆ Set up mechanism to collect data and cases to measure service standard ◆ Set up mechanism to review the standard of the performance pledge
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate suitable performance pledge according to the company's scale, work flow and operational policy; (ii) Capable to use different analytical tools to obtain objective data and information for analysis; and (iii) Capable to compile reports for the decision-making level in the company to elaborate the formulation of the performance pledge.
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Air Freight & Express)

Competency Level 5

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate local operation strategies
2. Code	LOCUOM501A
3. Range	This unit of competency is applicable to companies of sea freight, air freight, express and relevant operators. Practitioners should be capable to analyze thoroughly the local factors to formulate local operation strategies.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of local operation strategies</p> <ul style="list-style-type: none"> ◆ Understand operation strategies ◆ Understand the economic scale and characteristics of the services in the district ◆ Understand the economic development and cargo handling needs of the district ◆ Understand the politics and social culture of the local district ◆ Understand the local government's policies on logistics, infrastructure and investment ◆ Understand goods sources, types and values of products in local district ◆ Understand the business environment and restrictions of the district on market participation ◆ Master the transportation, wharf warehousing, distribution, IT infrastructure and manpower training of the local district

		<ul style="list-style-type: none"> ◆ Master the company's connection with partners, agents and operators in the local district ◆ Master the calculations of time, space and cost in the local district ◆ Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/sales points in the local district ◆ Understand the services provided by regional competitors and their market share ◆ Master the use of analytical tools such as statistical methods and operations analysis ◆ Understand the relationship between logistics solutions and operation policy
6.2	Formulate district operation strategies	<ul style="list-style-type: none"> ◆ Collect data and information on external business environment ◆ Collect data and information on internal business environment ◆ Analyze data and information ◆ Analyze and understand the company's strengths, weaknesses, opportunities and threats ◆ Analyze and understand the direction of the short-, mid-, and long-term development of the company ◆ Understand governmental restrictions on operation, such as licensing, fees and environmental protection, in the local district ◆ Recommend different strategic operation directions

	<ul style="list-style-type: none"> ◆ Analyze and assess the advantages of different operation strategies and the resources thus required ◆ Formulate appropriate business management policy according to the company and market conditions ◆ Assess whether the existing services can cope with the business management policy ◆ Recommend new services or modify the existing ones to cope with the business management direction ◆ Examine the business direction of customers and make use of the operation strategies to meet their needs ◆ Make use of the district operation strategies to meet the needs of customers if the company has global or regional operation strategies in place ◆ Recommend operation modes and strategies ◆ Compile reports to illustrate district operation strategies
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze thoroughly the factors for formulating local operation strategies and corporate business policy, and recommend appropriate operation strategies; and</p> <p>(ii) Capable to compile reports to illustrate local operation strategies.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate regional operation strategies
2. Code	LOCUOM502A
3. Range	This unit of competency is applicable to sea freight, air freight, express and relevant operators. Practitioners should be capable to analyze thoroughly the regional factors to formulate regional operation strategies.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of regional operation strategies</p> <ul style="list-style-type: none"> ◆ Understand operation strategies ◆ Understand the economic scale and characteristics of the services in the region ◆ Understand the economic development and cargo handling needs of the region ◆ Understand the geopolitics and social culture of the region ◆ Understand the regional government's policies on logistics, infrastructure and investment ◆ Understand goods sources, types and values of products in the region ◆ Understand the business environment and restrictions of the region on market participation ◆ Master the transportation, wharf warehousing, distribution, IT infrastructure and manpower training of the region

	<p data-bbox="386 1048 638 1245">6.2 Formulate regional operation strategies</p> <ul style="list-style-type: none"> ◆ Master the company's connection with partners, agents and operators in the region ◆ Master the calculations of time, space and cost in the region ◆ Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/sales points in the region ◆ Master the use of analytical tools such as statistical methods and operations analysis ◆ Understand the relationship between regional logistics solutions and operation policy ◆ Collect data and information on external business environment ◆ Collect data and information on internal business environment ◆ Analyze data and information ◆ Analyze and understand the company's strengths, weaknesses, opportunities and threats ◆ Analyze and understand the direction of the short-, mid-, and long-term development of the company ◆ Understand restrictions on operation, such as licensing, fees and environmental protection, of different governments in the region ◆ Recommend different strategic operation directions ◆ Analyze and assess the advantages of different operation strategies and the resources thus required
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	<ul style="list-style-type: none"> ◆ Formulate appropriate business management policy according to the company and market conditions ◆ Assess whether the existing services can cope with the business management policy ◆ Recommend new services or modify the existing ones to cope with the business management direction ◆ Examine the business direction of customers and make use of the operation strategies to meet their needs ◆ Make use of the global and regional operation strategies to meet the needs of customers if the company has global or regional operation strategies in place ◆ Recommend operation modes and strategies ◆ Compile reports to illustrate regional operation strategies
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze thoroughly the factors for formulating regional operation strategies and corporate business policy, and recommend appropriate operation strategies; and</p> <p>(ii) Capable to compile reports to illustrate regional operation strategies.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate recruitment strategy
2. Code	LOCUOM503A
3. Range	This unit of competency is applicable to sea freight, air freight, express and relevant operators. Practitioners should be capable to formulate recruitment strategy in accordance with the human resources requirements of the company.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of human resources and recruitment</p> <ul style="list-style-type: none"> ◆ Understand the conditions of human resources and market supply and demand ◆ Understand the concept, functions, methods and channels of recruitment ◆ Master the workflow arrangement of recruitment ◆ Be familiar with the various procedures of daily logistics operation of the company ◆ Be familiar with the special technical requirements of various working procedures such as whether there is a need for specific professional qualification or licence ◆ Understand the human resources requirements of various working procedures and the market situation ◆ Understand the human resources market situation in relevant areas ◆ Understand recruitment-related legislations and guidelines such as Equal Opportunities Ordinance

	<p>6.2 Formulate recruitment strategy</p> <ul style="list-style-type: none"> ◆ Analyze short- and long-term requirements for different job positions ◆ Analyze whether the requirement for the job position should be met through human resources recruitment ◆ Estimate the requirements on human resources, including skills and experience, in accordance with the requirements of the company and technical requirements on basic logistics operation ◆ Formulate recruitment strategy by comparing the human resources requirements formulated with the existing human resources as well as the current human resources market ◆ Select appropriate recruitment methods and channels ◆ Select appropriate examination and selection methods ◆ Select appropriate remuneration and benefit arrangements ◆ Compile reports or guidelines to illustrate the recruitment strategy
7.Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate recruitment strategies in accordance with the requirements on the company's development and operation, the legal requirements and special technical requirements on daily logistics operation; and</p> <p>(ii) Capable to compile reports or guidelines to illustrate the recruitment strategy.</p>
8.Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate on-the-job training plans for staff
2. Code	LOCUOM504A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate on-the-job training plans for staff in accordance with the company's operation policy and needs as well as the human resources, regulators' and legal requirements.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 On-the-job training plans for staff</p> <ul style="list-style-type: none"> ◆ Understand the concept, modes and functions of training ◆ Know about the importance of staff training in the enterprise ◆ Understand the training needs of different job levels and posts ◆ Know about the different training needs for new staff and existing staff ◆ Know about the requirements of the regulators, legislations and the industry on training ◆ Understand the relationship between training, self-education and staff development ◆ Understand the company's requirements on service quality ◆ Understand the advantages and disadvantages of internal training and the use of training providers

	<p>6.2 Plan on-the-job training for logistics staff</p> <ul style="list-style-type: none"> ◆ Analyze and stipulate legal requirements on training needs ◆ Analyze and stipulate for the enterprise training standards required by organizations of the industry ◆ Analyze and stipulate the company's internal training needs ◆ Assess the common areas, importance and urgency of and resources needed to meet the training requirements and needs ◆ Assess whether the equipment and staff of the company are suitable for internal training ◆ Assess the possibility and cost effectiveness of different methods and modes of training and decide whether subsidy will be provided to staff ◆ Notice and evaluate whether the services provided by the regulators, institutions and professional societies meet the training objectives of the company ◆ Select suitable training items for staff performing different functions ◆ Assess the inter-changeability, compatibility and recognition of company training, self-education and staff development ◆ Decide the priority and training frequency of different training items ◆ Assess the influence of different training plans on the operation and finance of the enterprise
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	<ul style="list-style-type: none"> ◆ Formulate suitable training plans in accordance with the operation and development direction of the company ◆ Collect feedback and opinions to improve the training plans ◆ Compile reports or guidelines to illustrate the on-the-job training plans
7.Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate on-the-job training and staff development plans in accordance with the requirements of individual companies or units as well as the special technical requirements on and demands for daily logistics operation; and</p> <p>(ii) Capable to compile reports or guidelines to illustrate the on-the-job training plans.</p>
8.Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Plan project management operation
2. Code	LOCUOM505A
3. Range	This unit of competency is applicable to relevant units of sea freight, air freight and express operators. Practitioners should be capable to formulate project management operational plans in accordance with the requirements of individual projects and actual situation of the company.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of logistics operation and project management</p> <ul style="list-style-type: none"> ◆ Be familiar with various procedures, special technical requirements, professional qualifications or licences for an individual logistics project ◆ Understand clearly the customer's requirements for an individual project ◆ Understand clearly the timeframe and cost arrangement for an individual project ◆ Understand clearly whether the company is capable to finish the project ◆ Master the methods and techniques of project management <ul style="list-style-type: none"> • Gantt chart, work breakdown structure, critical path analysis, etc. • Project planning and control • Project evaluation and review techniques • Master the application of project management software

	<p>6.2 Formulate project management operational plans</p> <ul style="list-style-type: none"> ◆ Understand the workflow and working procedures of logistics projects ◆ Understand the operation and timeline requirements of an individual logistics project ◆ Analyze operational procedures of and resources required for the project ◆ Formulate an efficient and cost-effective project management plan in accordance with special techniques or professional requirements of an individual logistics project and requirements specified by the customer including: <ul style="list-style-type: none"> • Completion time for each procedure of the project • The need of subcontractors or consultants • Review project progress regularly • Follow up project progress regularly with the customer as well as review and confirm the achievements by stage to meet the customer requirements • Compile reports on project management operational plans
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate a comprehensive project management plan in accordance with special technical or professional requirements for an individual logistics project and requirements specified by the customer so as to ensure successful completion of project within the limit of time and cost; and</p> <p>(ii) Capable to compile reports on project management operational plans.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Plan a tender		
2. Code	LOCUOM506A		
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to plan a tender according to the needs of individual projects and the actual situation of the market for logistics services.		
4. Level	5		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of bidding for the supply of logistics and freight services</div> <div> <ul style="list-style-type: none"> ◆ Understand the resources, capability and strengths of the company ◆ Understand the processes in daily logistics operation ◆ Understand the special technological requirements in different processes stated in the tender, such as specified professional qualifications and licences, etc. ◆ Understand the actual situation of the market for logistics service providers </div> </div> <div> <div>6.2 Plan a tender</div> <div> <ul style="list-style-type: none"> ◆ Carefully read the detailed requirements in the tender documents for an individual project; analyze and understand the special technological requirements and the need for special services ◆ Analyze and assess whether the company alone can complete the project according to the special technological requirements ◆ Assess the resources required to complete the project </div> </div>		

	<ul style="list-style-type: none"> ◆ Assess the need to include other service providers in the tender so as to increase the chance of winning the bid ◆ Analyze the technical realm and the potential partners for cooperation and select appropriate service providers according to past working relationship and performance so as to increase the chance of winning the bid ◆ Discuss the major areas for cooperation, the allocation of human resources, etc. with the bidding partner ◆ Formulate strategies for compiling tender
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Analyze whether the company alone can complete the project or it has to include other service providers in the tender according to the needs of individual projects, especially relevant special technological requirements; and</p> <p>(ii) Analyze and select appropriate companies in cases where cooperation is needed; discuss and follow up the arrangements for cooperation so as to increase the chance of winning the bid.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate tendering strategy
2. Code	LOCUOM507A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate the tendering strategy according to the needs of the company and the project, and the actual situation of the market for service providers.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of tendering for logistics and transport services</p> <ul style="list-style-type: none"> ◆ Understand the concepts of tendering and contracting, and their advantages and disadvantages ◆ Understand the processes, working procedures and the resources required in daily logistics operation of the company/unit ◆ Understand the special technological requirements in different processes, such as specified trade standards, professional qualifications and licensing, etc. ◆ Understand the actual situation of the market for service providers ◆ Understand the tendering procedures and requirements ◆ Understand the methods and techniques for designing and compiling tendering documents ◆ Master the ways of tendering, such as invited tender or open tender ◆ Understand the legislations relevant to tendering

	<p>6.2 Formulate tendering strategy</p> <ul style="list-style-type: none"> ◆ Understand clearly the requirements of individual projects and the company's need for tendering in specified areas of a project ◆ Assess the scale of the project which requires tendering ◆ Assess the number of successful tenderers, and their allocation and scope of work ◆ Identify the areas and items of the project which requires tendering, according to the requirements of a company/unit, the special technological requirements in individual projects and other special requirements. ◆ Formulate selection criteria for tendering and list detailed tender specifications ◆ Formulate selection criteria for assessing tenderers, such as charges, past records, overall performance, past cooperation between the tenderer and the company ◆ Design the working procedures and mechanism for tender assessment ◆ Design communication and reporting mechanisms for tendering ◆ Formulate a detailed tendering strategy and compile tender for the project in question ◆ Establish a good tendering system to assess different areas of the tender, according to the overall policies of a company, so as to select the most appropriate service provider ◆ Compile reports to illustrate the formulation of the tendering strategy
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish a tendering and assessment mechanism which can determine the comprehensive performance and capability of tenderers according to the needs of a company and a project, especially the specified technological requirements; (ii) Capable to select appropriate service providers to complete a project according to a tendering and assessment mechanism; and (iii) Capable to compile reports to illustrate the formulation of the tendering strategy.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Assess the tenders from potential contractors
2. Code	LOCUOM508A
3. Range	This unit of competency is applicable in sea freight, air freight, and express operators. Practitioners should be capable to assess the tenders of potential contractors professionally and select the most appropriate contractor according to assessment procedures and criteria, and company policies.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of assessing contractors</p> <ul style="list-style-type: none"> ◆ Understand logistics and freight transport ◆ Understand the business operation and market conditions of the industry ◆ Understand the business policy and development strategy of the company ◆ Understand the scope, terms and details of contracts ◆ Master the company's policies and guidelines for outsourcing, including tendering procedures, tender assessment and selection criteria ◆ Understand proposed tender specifications, including the terms in respect of service requirements, insurance coverage payment arrangements and termination of contract ◆ Master ICAC's guidelines on prevention of corruption and other relevant code

	<p data-bbox="386 524 655 663">6.2 Assess the tenders of contractors</p> <ul style="list-style-type: none"> <li data-bbox="786 241 1465 488">◆ Understand all the requirements in the tender, such as the experience in similar projects, the lowest tender, the price, the cost, the best sequence of work and the best outcome <li data-bbox="786 524 1465 663">◆ Select the tender in the interests of the company according to company policies, and assessment and selection criteria <li data-bbox="786 685 1465 768">◆ Examine the information and content of tenders <li data-bbox="786 790 1465 873">◆ Interview or contact potential contractors so as to understand the content of tenders <li data-bbox="786 896 1465 1034">◆ Give considerations to the past experience and performance of potential contractors <li data-bbox="786 1057 1465 1140">◆ Listen to the presentation of tenders by potential contractors <li data-bbox="786 1162 1465 1245">◆ Ask potential contractors to submit additional information or proofs <li data-bbox="786 1267 1465 1406">◆ Select tenders according to the content, the assessment criteria or the point system <li data-bbox="786 1429 1465 1675">◆ Analyse the quotations and the cost information of contractors and compare the experience in similar projects, the lowest tender, the price, the cost, the best sequence of work and the best outcome <li data-bbox="786 1697 1465 1780">◆ Negotiate with contractors in response to their quotations <li data-bbox="786 1803 1465 1886">◆ Compile reports to illustrate the selection of contractors
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Analyze the quotations and the cost information of contractors and assess the information and the content of tenders according to company's strategy, and assessment and selection criteria; and (ii) Select tenders according to the content, the assessment criteria or the point system; compile reports to illustrate the mechanism for selection of contractors.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate human resources strategy
2. Code	LOCUOM509A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to master the situation of cargo transport and logistics industry and formulate suitable and effective human resources strategy in accordance with the operation and development policy of the company.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of human resources strategy</p> <ul style="list-style-type: none"> ◆ Understand the concept and functions of human resources management including human resources planning, duty design and arrangement, recruitment and selection, training and development, motivation and performance assessment, benefits and labour relations, legislations and insurance, etc. ◆ Understand the operation policy and strategy of the company ◆ Understand the short-, mid- and long-term development plans and direction of the company ◆ Master the manpower market conditions and characteristics of the industry and overall society ◆ Understand educational and manpower development policy of the industry and overall society ◆ Understand the industry's requirements on new technology and knowledge

		<ul style="list-style-type: none"> ◆ Understand the workflow and characteristics of cargo transport and logistics operation such as duty system, overtime work and working on holidays
6.2	Formulate human resources strategy	<ul style="list-style-type: none"> ◆ Understand the short-, mid- and long-term development plans and operation strategy of the company ◆ Analyze the staff wastage of the company ◆ Analyze the supply and demand of the manpower market ◆ Forecast the manpower demand in respect to factors such as staff turnover, retirement, suspension as well as number of staff on leave and study ◆ Forecast the future development or shrinkage of the company so as to assess the types and numbers of job positions to be increased or decreased ◆ Assess the future trend of salary and welfare in the manpower market ◆ Assess the recruitment policy of the company ◆ Assess the effectiveness of incentive system of the company ◆ Assess the training and development needs of the company ◆ Assess the working culture and cohesiveness of the company ◆ Recommend measures to facilitate the operation policy and development strategy of the company ◆ Compile reports to illustrate human resources strategy and implement action plans

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to assess factors affecting the human resources strategy and formulate human resources strategies with respect to the operation policy and development of the company; and (ii) Capable to compile reports to illustrate the human resources strategy formulated.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Establish logistics mechanical equipment management system
2. Code	LOCUOM510A
3. Range	This unit of competency is applicable to logistics companies that have mechanical equipment. Practitioners should be capable to formulate an effective logistics mechanical equipment management system for the company they served.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of logistics mechanical equipment management</p> <ul style="list-style-type: none"> ◆ Understand types and functions of the logistics mechanical equipment ◆ Understand the operation policy of the company ◆ Understand the importance and degree of utilization of the logistics mechanical equipment in logistics operation ◆ Understand the concept and role of logistics mechanical equipment management ◆ Understand the characteristics and elements of logistics mechanical equipment management such as the life span, investment return and technological development of the equipment ◆ Understand the types and calculation methods of the technical indicators of the logistics mechanical equipment ◆ Understand the duties of staff of various levels operating and possessing logistics mechanical equipment

	<div data-bbox="384 577 675 824"> <p>6.2 Logistics mechanical equipment management system</p> </div> <div data-bbox="783 241 1465 1995"> <ul style="list-style-type: none"> ◆ Understand the requirements on logistics mechanical equipment operation regarding licensing, legislations, occupational safety and health, environmental protection, industrial standards, etc. ◆ Establish organizational system for the logistics mechanical equipment management such as supervision, training, reporting, operation, etc. ◆ Establish technical management system for the logistics mechanical equipment such as servicing, maintenance, safety, accident handling, etc. ◆ Establish economic management system for the logistics mechanical equipment such as planning, investment, auditing, etc. ◆ Plan the management process of the logistics mechanical equipment from purchase, operation to write-off and related issues ◆ Select the management mode to decide whether it is managed by the contractor or the company itself ◆ Communicate regularly with the mechanical equipment supplier ◆ Communicate regularly with units using the mechanical equipment ◆ Establish effective reporting and monitoring system to continuously monitor the use of the logistics mechanical equipment </div>
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	<ul style="list-style-type: none"> ◆ Establish effective inspection system to minimize the influence on daily operation ◆ Set the technical indicators of the logistics mechanical equipment as facts or objective data ◆ Compile reports to illustrate the establishment and operation of the logistics mechanical equipment management system
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to establish an logistics mechanical equipment management system for effective use of the logistics mechanical equipment possessed by the company with respect to the operation policy of the company; and</p> <p>(ii) Capable to compile reports to illustrate to parties or organizations concerned the functions and operation of the logistics mechanical equipment management system</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate asset-typed equipment acquisition plans		
2. Code	LOCUOM511A		
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to suggest effective plans for asset-typed equipment acquisition to optimize cost effectiveness and for the long-term development of the company.		
4. Level	5		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of asset-typed equipment acquisition</div> <div> <ul style="list-style-type: none"> ◆ Understand the logistics or transport equipment of an asset type ◆ Master the management concept of equipment investment ◆ Understand ways and channels of acquiring the equipment, e.g. purchase, on hire, hire-purchase, etc. ◆ Master the calculation of equipment cost and return ◆ Understand the calculation of data of the internal rate of return, pay back period, etc. ◆ Understand the management and use of short- and long-term loans to make the equipment investment management cost effective </div> </div> <div> <div>6.2 Formulate asset-typed equipment acquisition plans</div> <div> <ul style="list-style-type: none"> ◆ Assess short- and long-term needs of asset-typed equipment acquisition in accordance with the operation policy and business development of the company ◆ List out asset-typed equipment acquisition needs and recommend the priority </div> </div>		

	<ul style="list-style-type: none"> ◆ List out ways and channels of acquiring the equipment ◆ Calculate equipment costs and return ◆ Design different acquisition plans for the equipment ◆ Select suitable criteria for assessment of different acquisition plans ◆ Assess the influence of different acquisition location plans on the financial arrangement of the company ◆ Assess the short- and long-term influences of different acquisition plans on the company, customers and competitors ◆ Compile reports to illustrate the asset-typed equipment allocation plans
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to calculate costs and returns of different asset-typed equipment; (ii) Capable to design different acquisition plans for the equipment and assess the short- and long-term influences of different acquisition plans on the operation and the financial arrangement of the company as well as on the customers and competitors; and (iii) Capable to compile reports to illustrate the asset-typed equipment acquisition plans.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate strategy to bargain with business partners
2. Code	LOCUOM512A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate strategy to bargain with business partners in accordance with the market conditions and operation policy of the company.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of strategy to bargain with business partners</p> <ul style="list-style-type: none"> ◆ Know about the concept and application of games theory ◆ Understand different forms and types of cooperation with business partners ◆ Master the concept and techniques of bargaining ◆ Understand long- and short-term cooperation relationship with business partners ◆ Master the methods and techniques of contract negotiation ◆ Understand the role of business partners in logistics and supply chain ◆ Understand the competitiveness of the business partner in the market and the price level ◆ Master the techniques of contract negotiation

	<p>6.2 Formulate strategy to bargain with business partners</p> <ul style="list-style-type: none"> ◆ Make business agreement with service and product suppliers in accordance with the operation policy and long-term development of the company to stabilize the price ◆ Explain to the business partner reasons for the charges and price change or the market trend ◆ Explain to the business partner the concession for the charges or price in order to maintain good cooperation relationship ◆ Assess the cooperation and synergy with the business partner and use them as factors of consideration when formulating the bargaining strategy ◆ Assess the competitive edge of the potential business partner in the market and use it as a factor of consideration when formulating the bargaining strategy ◆ Design recommendations on the strategy to bargain with business partners with respect to the market conditions and operation policy of the company ◆ Assess possible advantages and disadvantages of different recommendations and select a more favourable bargaining strategy ◆ Compile reports to illustrate the strategy to bargain with business partners
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze synergy of the business partner in logistics and supply chain and assess the cooperation relationship with the partner, and use them as factors of consideration when formulating the bargaining strategy; and (ii) Capable to assess the strategy to bargain with business partners with respect to the market conditions and operation policy of the company to select more favourable bargaining strategies and to compile reports to illustrate the strategies to bargain with business partners.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate vehicle fleet management strategy	
2. Code	LOCUOM513A	
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate an effective vehicle fleet management strategy for the vehicle fleet they managed.	
4. Level	5	
5. Credit	9 (for reference only)	
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of vehicle fleet management</div> <div> <ul style="list-style-type: none"> ◆ Understand the ways as well as the advantages and disadvantages of purchasing and leasing goods vehicles ◆ Understand the composition and calculation of the operational costs of a vehicle fleet ◆ Understand the operation as well as the advantages and disadvantages of contracting out and providing company-owned vehicle fleet for goods transport service ◆ Understand the role and functions of the vehicle fleet in the company's operation ◆ Master the arrangements for vehicle depreciation, abandonment, replacement and realization ◆ Understand the workflow of vehicle fleet operation </div> </div> <div> <div>6.2 Formulate vehicle fleet management strategy</div> <div> <ul style="list-style-type: none"> ◆ Analyze financial and fixed assets investment risks ◆ Analyze the operational cost of the vehicle fleet </div> </div>	

	<ul style="list-style-type: none"> ◆ Analyze the utilization rate and future need of the vehicle fleet ◆ Analyze the considerations in operating the vehicle fleet, including: <ul style="list-style-type: none"> • Human resources management • Technology: global positioning system, geographic information system, etc • Routing and scheduling • Environmental protection • Market image ◆ Assess the value, depreciation and asset value of vehicles ◆ Plan the arrangements for selling, purchasing, leasing, hiring and scraping vehicles ◆ Plan different vehicle acquisition solutions ◆ Assess the effects of different vehicle acquisition plans on the financial arrangement of the company ◆ Assess the cost effectiveness of contracting out or providing the service by the company itself ◆ Compile reports to illustrate the vehicle fleet management strategy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to indicate the importance of vehicle fleet management on the operation of the company; (ii) Capable to analyze and assess the role of the vehicle fleet in the operation and development of the company; and (iii) Capable to compile reports to illustrate the vehicle fleet management strategy.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate crisis management strategy
2. Code	LOCUOM514A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate an effective crisis management strategy with respect to the long-term development and business management of the company.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of crisis management</p> <ul style="list-style-type: none"> ◆ Understand crisis management concept ◆ Understand the influence of crises of different natures on the logistics industry and its operation ◆ Understand the type and nature of a crisis to see whether it is unexpected, imminent, intimidated, open, long term, short term, etc. ◆ Understand the basic principles of handling crisis ◆ Understand the characteristics of cargo transport and logistics industry as well as the enterprises in the industry ◆ Understand the influence of unexpected crises of different natures such as financial crisis, flu, war, natural disasters on the industry and the company ◆ Understand the social responsibilities of the enterprise and its objectives and values in the course of crisis

	<p>6.2 Formulate crisis management</p> <ul style="list-style-type: none"> ◆ Establish awareness and culture of crisis management with respect to the management policy and objectives of the enterprise ◆ Establish systematic communication mechanism for the staff of different positions to understand how the company handles crises ◆ Establish a crisis management team and identify responsibilities of each member when a crisis comes ◆ Investigate and assess potential crisis ◆ Assess the chance for a crisis to occur and its influence ◆ Establish corporate culture to enhance staff's crisis awareness ◆ Collect staff views on crisis management ◆ Compile reports to illustrate the crisis management strategies
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to point out the importance of crisis management to logistics or freight transport companies and establish the awareness and culture of crisis management; and</p> <p>(ii) Capable to establish a mechanism and crisis management team for the staff to understand how the company handles crisis</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate customer relationship management strategy		
2. Code	LOCUOM515A		
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate the customer relationship management strategy for the company to maintain good customer relationship.		
4. Level	5		
5. Credit	6 (for reference only)		
6. Competency	<u>Performance Requirements</u>		
	6.1 Knowledge of customer relationship management	<ul style="list-style-type: none"> ◆ Understand the services and operation mission of the company ◆ Understand the importance of customer relationship management to the company operation ◆ Master marketing control concept and techniques ◆ Master sales performance measuring methods and techniques ◆ Analyze relationship between customer relationship and market share <ul style="list-style-type: none"> • Customer penetration rate • Customer loyalty • Customer selection • Price selection ◆ Understand the application of customer relationship management ◆ Understand the influence of customer relationship management system on the development trend of the company ◆ Understand the relationship between the company and customers and their behaviours 	

		<ul style="list-style-type: none"> ◆ Understand the market trend and the customer classification in use ◆ Understand the value of customers to the company and the price for losing them ◆ Understand the company's role in the market, e.g. market leader or market challenger
6.2	Formulate customer relationship management strategy	<ul style="list-style-type: none"> ◆ Market re-positioning and target customer selection ◆ Identify major customers and potential customers ◆ Establish the customer data bank ◆ Formulate the customer relationship management policy in accordance with the operation and development trend of the company ◆ Formulate different sales and service strategies to meet customer needs ◆ Make good use of the customer relationship management strategy to improve business ◆ Formulate strategies to enhance customer loyalty ◆ Review the customer relationship strategy and formulate effective solutions during downturn ◆ Discuss customer relationship management problems and solutions with respective departments ◆ Analyze account management status of different customers ◆ Compile reports to illustrate the customer relationship management strategy

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze market information, the customers and business policy of the company, and to formulate the customer relationship management strategy to the benefit of the company and customer relationship; and (ii) Capable to compile reports to illustrate the customer relationship management strategy
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate contingency procedures on emergency
2. Code	LOCUOM516A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate contingency plans in order to minimize effectively losses suffered by the company, customers and business partners and to resume normal operation as soon as possible.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand contingencies affecting service efficiency of logistics operation</p> <ul style="list-style-type: none"> ◆ Understand the operational modes, stages and working procedures of and contingencies likely to happened during the logistics operation ◆ Understand the requirements and modes of operation of various business partners and relevant government departments ◆ Understand the effects of the following contingencies on operation: typhoon, explosion, fire disaster, power failure, mechanical and computer failure, strike, embargo, earthquake, etc. ◆ Understand correct emergency procedures for various types of contingencies ◆ Understand the effects of contingencies on the logistics operation and the chain issues generated ◆ Understand the concept and techniques of crisis handling ◆ Understand the manpower, resources, organization and forms of instruction or guidelines needed in handling crisis

	<p>6.2 Formulate contingency plans</p> <ul style="list-style-type: none"> ◆ Understand the effects of short-, mid- and long-term on the business operation ◆ Understand the importance of effective communication when contingencies occur ◆ Analyze the contingency type, the chance to occur and its effects on the company and cargo transport operation ◆ Analyze the scale and degree of effects of the contingency ◆ Establish the division of work, management structure and way of communication during contingencies ◆ Incorporate in the contingency guidelines all necessary items such as legislations, regulators' requirements and standards, and occupational safety and health requirements ◆ Formulate contingency plans: <ul style="list-style-type: none"> • Avoid or minimize the effects of the contingency on the service and efficiency of operation • Supply timely and correct information to business partners and operational units affected • Minimize effectively the loss caused by the contingency • Formulate a series of feasible remedial solutions according to the situation • Review regularly and improve contingency plans ◆ Collect and analyze views of the departments and parties affected ◆ Compile contingency plans
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	<ul style="list-style-type: none"> ◆ Plan drills or training activities accordingly ◆ Collect and analyze effects and feedback afterwards in order to review and improve the contingency plans
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate a series of appropriate and effective contingency plans with respect to the actual situations; and (ii) Capable to review regularly the effectiveness and feasibility of various plans.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Release industry-related information and business reports
2. Code	LOCUOM517A
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to release internally to the company and externally to governmental departments, customers, media and industry associations industry-related information, business reports and corporate development strategies on behalf of the company to ensure the relevant information is released correctly and effectively.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Industry-related information and business reports</p> <ul style="list-style-type: none"> ◆ Understand the business operation and market conditions of the logistics industry ◆ Master the overall business development, strategies, policy and objectives of the company ◆ Master the promotion and sales techniques in the logistics market ◆ Master basic public relation techniques such as the use of language, selection of venue and channel for release, response techniques, etc. ◆ Possess good communication skills and attitude ◆ Understand the forms, content and functions of business reports

	<p>6.2 Release industry-related information and business reports</p> <ul style="list-style-type: none"> ◆ Understand the status of the company in the industry ◆ Analyze type and nature of information to be released ◆ Analyze the purposes and anticipated effects of information to be released ◆ Analyze audience's background to see if they are familiar with the operation of the industry or have interest involved ◆ Analyze characteristics of release channels such as newspaper and website, and select suitable channels and approaches ◆ Determine the focus, arrangement and design with respect to the target listeners, channels and information to be released ◆ Prepare the content of the industry-related information and business reports ◆ Give correct information to recipients
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to prepare the content of the industry-related information and business reports ; and</p> <p>(ii) Capable to select effective channels to release effectively industry-related information and business reports in accordance with the company policy.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate revenue management for air freight
2. Code	LOAFOM501A
3. Range	This unit of competency is applicable to air freight operators including airlines and freight forwarders which provide various services and products. Practitioners should be capable to formulate the management system to manage the revenues of the company according to its operation strategies.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air freight revenues</p> <ul style="list-style-type: none"> ◆ Understand the characteristics and time limit of air freight services ◆ Understand the market structure of air freight services and the trend ◆ Understand the flexibility of customers' needs ◆ Understand the concept of revenue management ◆ Understand revenue analysis such as break-even point and targeted profits analysis, etc. ◆ Understand the impact of undercooking and overbooking of cargo spaces on the revenues of the company ◆ Understand the revenue concepts relevant to standby cargo space, quota control, profit allocation, free market and on-spot market

	<p>6.2 Formulate the revenue management system for sea freight</p> <ul style="list-style-type: none"> ◆ Apply the concept of probability, statistical projection or games theory to analyze freight revenues ◆ Analyze the market prices, corporate revenues and market share of different freight services of and their effects on the company ◆ Analyze the market competition faced by the company in different economic environment ◆ Analyze the status of the market, customers and co-loading and make projections ◆ Base on different market demand assumptions to forecast the situation ◆ Apply the probability to project different scenarios of revenue-and-profit change ◆ Analyze the results as well as the advantages and disadvantages of the strategies, and recommend appropriate decision-making guidelines ◆ Design the revenue management system ◆ Compile reports to illustrate the application of decision-making guidelines and its values to revenue management ◆ Solicit feedback and views for improving the revenue management system and decision-making guidelines
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze the relationship among different services, market conditions and revenues systematically; (ii) Capable to design effective management system and decision-making guidelines for revenue management; and (iii) Capable to compile reports to illustrate the use of decision-making guidelines.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Determine the air freight routing and flight schedule
2. Code	LOAFOM502A
3. Range	This unit of competency is applicable to freight forwarders or consignors. Practitioners should be capable to choose the most effect air freight routing and flight schedule for cargo delivery according to company's operation strategy and the procedures and requirements of aviation industry's freight standard.
4. Level	5
5. Credit	9 (for reference only)
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air cargo handling</p> <ul style="list-style-type: none"> ◆ Understand the nature of goods including: <ul style="list-style-type: none"> • Break-bulk & consolidation • Dangerous, special or general goods, etc. • Time limit • Customs clearance requirements for goods ◆ Understand services provided by airline/ carrier, including: <ul style="list-style-type: none"> • Aircraft model and characteristics • Flight frequency and time • Method, place and time needed for transshipment ◆ Understand other factors, such as: <ul style="list-style-type: none"> • Efficiency of the flight station • Customs requirements • Time limit • Storage requirements • Restrictions like working hours and holidays of other countries

	<p>6.2 Analyze and determine freight routing and flight schedule</p> <ul style="list-style-type: none"> ◆ Calculate time difference of time zones ◆ Understand characteristics of different flight routes, such as the limitation of aircraft, time and season ◆ Understand the concepts of multi-stop flight, direct flight, transshipment, transit, etc. ◆ Be familiar with aviation industry's freight standard, and relevant legislations and requirements ◆ Classify goods by location of departure and destination of the flight path ◆ Analyze the restrictions and delivery conditions of the location of departure, destination, transshipment on goods ◆ Analyze the characteristics of the route to avoid unnecessary operations using roundabout route ◆ Analyze the pros and cons of cargo space contract make by the company and different carriers, co-loading and on-spot market arrangements ◆ Understand customers requirements on specific routes and flights ◆ Calculate the time, cost and risk for different combinations ◆ Choose the most best solution according to company's operation strategy and regulators' requirements
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to choose suitable routing and flight schedule according to company's operation strategy, ordinance and requirements related to the freight standard of aviation industry in order to complete the cargo transport; (ii) Capable to choose routing and flight schedule that meet the requirements for delivery, storage, loading and unloading, and handling; and (iii) Capable to offer more than one option of routing and flight schedule for backup if possible.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Forecast future cargo volume and handling capacity		
2. Code	LOAFOM503A		
3. Range	This unit of competency is applicable to airlines, freight forwarders and air cargo terminals. Practitioners should be capable to forecast future cargo volume and handling capacity when planning future development and management or operation enhancement.		
4. Level	5		
5. Credit	9 (for reference only)		
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1</div> <div>Relevant knowledge of air cargo handling</div> <div> <ul style="list-style-type: none"> ◆ Understand company's historical data of air cargo handling capacity ◆ Understand the cargo handling capacity of the company with resources available at present ◆ Know about factors affecting air cargo handling capacity ◆ Master statistical methods of data handling ◆ Master way of forecast and scientific analysis </div> </div> <div> <div>6.2</div> <div>Forecast future cargo volume and handling capacity</div> <div> <ul style="list-style-type: none"> ◆ Collect information through different channels ◆ Store the information and intelligence systematically ◆ Analyze the reliability and application of information and intelligence ◆ Analyze corporate resources and its handling capacity in future ◆ Make use of reasonable means such as growth rate statistics, regression analysis, etc. for forecast </div> </div>		

	<ul style="list-style-type: none"> ◆ Analyze with the help of computer and statistics software ◆ Analyze the effect of future throughput on different departments and processes regarding the operation and resources allocation ◆ Analyze the degree of risk and solutions for different scenarios ◆ Compile report to analyze the forecast ◆ Communicate with and explain the budget to different departments in the company
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to forecast future cargo handling capacity for the air freight operator, and base on the data to predict the effect on different departments and processes regarding the operation and resources allocation ; (ii) Capable to identify factors affecting the cargo handling volume forecast and to provide a reasonable forecast by taking into consideration of risks; and (iii) Capable to compile analysis report on cargo handling volume forecast.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate air cargo space management standard
2. Code	LOAFOM504A
3. Range	This unit of competency is applicable to air freight operators including airlines and freight forwarders that are providing various kinds of air freight services and packages. Practitioners should be capable to formulate air cargo space management system standard to maximize the profits according to company's operation strategy.
4. Level	5
5. Credit	9 (for reference only)
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air cargo space management</p> <ul style="list-style-type: none"> ◆ Understand the concept and goals of air cargo space management ◆ Master method and skills of air cargo space management ◆ Understand the sales of air cargo space, dispatch control and cargo collection and transport, and relationship among them ◆ Master the calculation of aircraft's carrying capacity ◆ Understand the impact of overloading and empty haul of the aircraft on the company ◆ Master the analysis of the air freight cost effectiveness ◆ Understand the concept of air freight revenue management

	<p>6.2 Formulate air cargo space management standard</p> <ul style="list-style-type: none"> ◆ Determine the cargo space management method, such as full monitor, quota control and allocation, free-to-sell or on-spot sales mechanisms ◆ formulate the number of quotas at each flight station, the application process for increasing or reducing cargo space and the reporting process ◆ Formulate guidelines on cargo volume control for each flight station ◆ Formulate communication system, coordination mechanism and emergency system for internal cargo space demand ◆ Obtain data to calculate the aircraft's carrying capacity ◆ Coordinate the cargo space allocation and make full use of aircraft's carrying capacity to enhance the utilization ◆ Compile report and guidelines to explain the cargo space management system, process, standard and operation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate cargo space management system according to company's operation strategy for effective use of the air cargo space, avoiding overloading or empty haul; and</p> <p>(ii) Capable to explain the operation and standard of the cargo space management system so that the participants could understand the cargo space management operation.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate strategies for charter flight
2. Code	LOAFOM506A
3. Range	This unit of competency is applicable to air freight forwarders or logistics companies. Practitioners should be capable to lease chartered aircraft service from airlines to provide freight service, and capable to assess whether or not chartered flight should be used and formulate company's policies in leasing chartered flight.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of the operation of charter flight for air cargo</p> <ul style="list-style-type: none"> ◆ Understand the concept, reasons, operation modes and types of charter flight for air cargo ◆ Understand the advantages and disadvantages of transporting cargo by charter flight ◆ Understand types of transportation by charter flight and the process of entering into a contract ◆ Understand the responsibilities and conditions for using charter flight ◆ Understand the legal liabilities and insurance arrangement involved in charter flight for transportation ◆ Understand the regulations on the landing location and the immigration arrangement for transportation using charter flight

	<p data-bbox="378 510 742 705">6.2 Formulate strategies for charter flight for air cargo</p> <ul style="list-style-type: none"> <li data-bbox="778 241 1468 436">◆ Master various airlines' supply of charter flight, their pricing, aircraft models, carrying capacity and ability in deploying aircrafts <li data-bbox="778 510 1332 593">◆ Analyze the cost effectiveness of transportation by charter flight <li data-bbox="778 616 1468 757">◆ Analyze whether transportation by charter flight can satisfy the needs of customers or goods <li data-bbox="778 779 1364 862">◆ Analyze the applicability of full or partial aircraft chartering <li data-bbox="778 884 1468 1131">◆ Analyze the pros and cons to the company of sharing charter flight with other organizations and whether the load capacity or space of the charter flight will be fully used such as empty haul <li data-bbox="778 1153 1468 1348">◆ Formulate aircraft chartering arrangement on annual or individual basis according to freight demand and operation strategies <li data-bbox="778 1370 1396 1512">◆ Assess and choose chartering service providers to meet customers' requirements <li data-bbox="778 1534 1436 1720">◆ Assess the service quality of charter flight aircraft companies and its impact on company's service quality and the risks involved <li data-bbox="778 1742 1468 1937">◆ Assess the need for charter flight and allocate the ratio of flights to chartered aircrafts according to freight demand and operation strategies
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	<ul style="list-style-type: none"> ◆ Discuss with the lessor about the starting point and the ending point as well as the airports for mid-way stops ◆ Formulate strategic guidelines to help decisions about using charter flight
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to assess the pros and cons to the company of using a charter flight; and (ii) Capable to formulate effective strategies and make use of charter flight for consignment to increase effectiveness.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate air freight charging strategy and standard
2. Code	LOAFOM507A
3. Range	This unit of competency is applicable to air freight forwarders and logistics companies. Practitioners should be capable to set reasonable air freight charging standard for the company and formulate strategy and guidelines to maximize the profits of the company.
4. Level	5
5. Credit	9 (for reference only)
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air freight charges</p> <ul style="list-style-type: none"> ◆ Understand the concept of air freight charges, charging organizations and their services ◆ Understand the difference between charges and freight rates ◆ Know about pre-payment, payment on delivery and full payment ◆ Know about the charging criteria for each item and its calculation ◆ Know about organizations or companies providing air freight charging services, like their market structures and competition status ◆ Understand whether the charges of the industry, industrial associations and service providers are publicly announced ◆ Know about channels obtaining the latest charging method

	<p>6.2 Formulate air freight charging strategy and standard</p> <ul style="list-style-type: none"> ◆ Collect charging details from all air freight service providers ◆ Categorize charging items, such as compulsory charges, non-compulsory charges, import/export charges, charges for large volume or small volume, punitive charges, etc. ◆ Negotiate with the service provider on charging level ◆ Compare charges of different service providers ◆ Assess the status of transferring the freight service charges to customers ◆ Assess and determine whether the freight service charges should be included in the freight rates or treated as surcharges ◆ Assess and determine whether to exempt some of the freight service charges to enhance competitiveness ◆ Compile report to analyze the formulation of air freight charging strategy and level to the decision-making level
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to list out correctly the charging items, standard and criteria for the services provided and their calculations; (ii) Capable to formulate a competitive air freight charging strategy and standard according to company's operation strategy; and (iii) Capable to compile report to analyze the formulation of air freight charging strategy and standard to the management.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate air freight work flow management standard
2. Code	LOAFOM508A
3. Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to formulate air freight work flow management standard that meets the requirements of the aviation industry's freight standard and relevant legislations.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air freight work flow management</p> <ul style="list-style-type: none"> ◆ Know about the aviation industry's freight standard ◆ Know about legal conditions and restrictions of related countries ◆ Understand the operational flow of the company ◆ Know about the air freight work flow and the performance of each process ◆ Understand the principles and function for formulating the standard ◆ Understand the limitation in the application of the standard ◆ Master the method and techniques of assessing the standard

	<p>6.2 Formulate air freight work flow management standard</p> <ul style="list-style-type: none"> ◆ Analyze the operation mode, work process and individual procedures of the company ◆ Assess the operation mode, work process and individual procedures of the company to see whether they meet the requirements of the aviation industry's freight standard and relevant legislations ◆ Analyze the improvement procedures, operation and management system according to company's operation strategy and targets, and assess the need of raising the standard ◆ Suggest a higher standard for major processes or procedures to fits in with company's operation strategy ◆ Assess the possibility and cost effectiveness for achieving the standard ◆ Compile reports to illustrate the work flow management standard to the decision-making level and frontline staff
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to formulate air freight work flow management standard according to company's operation policy and to meet the requirements of the aviation industry's freight standard and relevant legislations.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate air freight operation strategy
2. Code	LOAFOM509A
3. Range	This unit of competency is applicable to air freight and express operators. Practitioners should be capable to formulate the air freight operation strategy to achieve the goals of the company.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of air freight operation</p> <ul style="list-style-type: none"> ◆ Understand the vision, and the short- and long-term goals of the company ◆ Understand the routines and work processes of the company ◆ Master process analysis tools, such as operations research ◆ Understand the freight standard of the aviation industry ◆ Understand the work and scope of air freight operation ◆ Master the operation strategies of competitors of the trade ◆ Master costing and financial analysis <p>6.2 Formulate air freight operation strategy</p> <ul style="list-style-type: none"> ◆ Assess the SWOT of the company ◆ Assess the existing mode of operation, efficiency and standard of service ◆ Identify the processes and procedures that need to be improved ◆ Recommend directions and ways for enhanced operation according to company's development strategy

	<ul style="list-style-type: none"> ◆ Establish the assessment criteria and principles according to the development goals of the company ◆ Assess the directions and ways for enhanced operations according to the assessment criteria and principles ◆ Assess the costs and financial pressure of different operation strategies ◆ Apply tools like games theory to analyze the expected results of different operation strategies ◆ Select the best operation strategy ◆ Formulate the process management standards for air freight ◆ Compile reports to illustrate the formulation of the operation strategy ◆ Assess the resources required for operational management ◆ Compile operation guidelines for different departments of the company
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency:</p> <p>(i) Capable to formulate the air freight operation strategy to achieve the business goals of the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate air freight standard contract terms
2. Code	LOAFOM510A
3. Range	This unit of competency is applicable to air freight companies. It shows in the form of document the general liabilities that are applicable to air freight operation when handling deliveries for general, non-specific contractual customers. Practitioners should be capable to analyze the processes of air freight operation systematically and compile applicable conditions.
4. Level	5
5. Credit	6 (for reference only)
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air freight standard contract terms</p> <ul style="list-style-type: none"> ◆ Understand the concept and applications of standard contract terms ◆ Understand the content and elements of standard contract terms ◆ Know about written law, common law, and international treaties ◆ Understand basic legal terms and jargons to communicate with relevant professionals ◆ Understand the responsibilities of various parties under the contract terms ◆ Understand the scope of application of the contract terms ◆ Understand general air freight operation flow <p>6.2 Formulate air freight standard contract terms</p> <ul style="list-style-type: none"> ◆ Refer to other forms of standard contract terms ◆ Refer to the industry's general operation and usual practice, terms set by chamber of commerce, and terms and standards set by regulators

	<ul style="list-style-type: none"> ◆ Analyze general air freight operation flow and customers' responsibilities and obligations in various processes ◆ Determine the clauses, including definition, scope of application, document and customs clearance, charges, delivery terms and delivery processes, cargo reception, carriage responsibilities, making claims, law, exemption, etc. ◆ Compile clauses ◆ Highlight important clauses to draw customers' attention ◆ Seek advice from lawyers, legal advisors and relevant professionals ◆ Explain the content and purpose of the contract terms to relevant staff of the company ◆ Announce the content of relevant contract terms internally and externally according to company's mechanism
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze various processes of air freight operation systematically and the responsibilities of the parties; and (ii) Capable to formulate standard contract terms used by air freight operation.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Plan and design local logistics solutions
2. Code	LOCUPD501A
3. Range	This unit of competency is applicable to sea freight, air freight and express companies operating logistics solutions. Practitioners should be capable to design local logistics solutions for customers by utilizing the corporate resources and network.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of local logistics solutions</p> <ul style="list-style-type: none"> ◆ Understand the local operation strategies of the company ◆ Understand the requirements on logistics, transportation, warehousing, customs and bonded operation imposed by different countries, etc. ◆ Master the company's connection with district partners, agents and operators ◆ Master the use of analytical tools, such as operational research, statistical method and cost-effectiveness analysis, and relevant computer software ◆ Master the calculations of time, space and cost in relation to different districts ◆ Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/ sales points in the district ◆ Understand the capability of comparable district competitors and their scope of service

		<ul style="list-style-type: none"> ◆ Understand the design principles of district network ◆ Understand the functions of local logistics/distribution centres ◆ Master the principles of integration in multimodal transport, cargo handling and warehousing ◆ Understand local logistics operation modes, such as the structure and costs for road, railway and river network
6.2	Plan and design local logistics solutions	<ul style="list-style-type: none"> ◆ Design local logistics network and routes <ul style="list-style-type: none"> • Analyze the data of cargo volume (in average, maximum, and seasonal terms) of customers and the routing (departure place, transshipment point and destination) • Analyze the nature, weight, volume and value of goods • Analyze the distribution and distance of customers • Analyze the advantages and disadvantages of using the different type of transport • Analyze the advantages and disadvantages of using central distribution centres • Analyze the feasibility of using cross-docking mode and the advantages and disadvantages • Analyze whether to use centralized warehouses or separate warehouses • Design appropriate routings and frequency ◆ Analyze the feasibility of providing different value-added services

	<ul style="list-style-type: none"> ◆ Compile reports to illustrate the operation of logistics solutions and the main design concepts and principles ◆ Bring about synergy through coordination and integration of the resources in the company network and of cooperation from partners ◆ Design channels for information transfer and establish control points ◆ Design the best and most cost-effective transport mode, delivery network/routing and multimodal arrangement, etc. ◆ Design cost-effective ways of storage, transshipment and distribution ◆ Examine the services and capability of district contractors/partners in different logistics stages and use the services of appropriate contractors/partners when designing logistics solutions ◆ Plan the work flow and procedures for handling and transferring goods, documents and information ◆ Prepare implementation plans for logistics solutions ◆ Review logistics solutions after implementation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Design and formulate cost-effective and pragmatic local logistics solutions according to the operation policy of the company and the needs of customers; (ii) Capable to compile reports to illustrate logistics solutions to the management or the sales department; and
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Analyze market structure of air freight service
2. Code	LOAFPD501A
3. Range	This unit of competency is applicable to air freight related logistics companies. Practitioners should be capable to analyze market structure of air freight service systematically before formulating logistics solutions or services for the enterprise.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of market structure of air freight service</p> <ul style="list-style-type: none"> ◆ Understand the basic elements of air freight service, such as flight route, goods types, value added services, etc. ◆ Understand the services provided by existing service providers and contractors in the air freight industry ◆ Understand the external or circumstantial factors affecting the market structure of air freight service ◆ Understand the aviation industry standards and customer's requirements for air freight service ◆ Understand the market demand for various types of air freight service ◆ Understand the nature of various types of air freight service ◆ Understand the concept of logistics solution and strengths of competitors

	<p>6.2 Analyze market structure of air freight service</p> <ul style="list-style-type: none"> ◆ Make use of analytical methods to collect information and analyze the air freight service market ◆ Collect different market information and sum up the market structure of air freight service ◆ Predict the future changes in air freight market structure ◆ Analyze the impact of the changes in market structure on the company ◆ Use analytical methods of marketing management and economics to analyze the air freight service market systematically to come up with a conclusion for enterprise's consideration or reference ◆ Compile reports on market services for the decision-making level to consider
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze the market structure of air freight service and its future changes systematically; and</p> <p>(ii) Capable to compile reports on market services for the decision-making level to consider.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Understand air traffic rights and logistics solutions		
2. Code	LOAFPD502A		
3. Range	This unit of competency is applicable to air freight and express companies. Practitioners should be capable to understand various types of air traffic rights and their trend in order to explore new logistics solutions for the enterprise.		
4. Level	5		
5. Credit	6 (for reference only)		
6. Competence	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1</div> <div>Relevant knowledge of air traffic rights and logistics solutions</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept and origin of air traffic rights and their importance to air freight ◆ Understand the classification and content of air traffic rights in terms of various level of freedom ◆ Understand the relationship between air traffic rights and logistics hub activities ◆ Understand the impact of air traffic rights changes on international flight service ◆ Understand the concepts of global and regional logistics solutions ◆ Understand the air freight relationship between the concept of axle-spoke hubs and network coverage </div> </div> <div> <div>6.2</div> <div>Apply the concept of air traffic rights to design logistics solutions</div> <div> <ul style="list-style-type: none"> ◆ Collect recent development of air traffic rights changes and their impact ◆ Design and provide logistics solutions to cater the route development as affected by new air traffic rights </div> </div>		

	<ul style="list-style-type: none"> ◆ Collect information, customer views and demand for air freight from areas being affected by the air traffic rights changes ◆ Analyze the possibility of developing routes and new markets ◆ Analyze the impact of new flights and flight location on existing logistics solution ◆ Compile reports for decision-making level's reference
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to point out the impact of air traffic rights changes on the service scope and direction of the enterprise; and (ii) Capable to design effective and practical logistics solutions to illustrate and promote new or enhanced services to stakeholders.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Design air freight route network logistics solutions		
2. Code	LOAFPD503A		
3. Range	This unit of competency is applicable to airlines, freight forwarders or express and logistics companies. Practitioners should be capable to find the best air freight route network logistics solution for the enterprise according to its operation policy when designing its route network.		
4. Level	5		
5. Credit	12 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Relevant knowledge of logistics solutions for air freight route network</div> <div> <ul style="list-style-type: none"> ◆ Understand air freight network and the concept of hub & spoke ◆ Understand different types and forms of flight path design concepts such as code-share flights, transshipment or connecting flights ◆ Understand the characteristics of direct flights, transshipment or connecting flights ◆ Understand the flight networks owned by enterprises, and the relationship between service coverage and logistics solutions ◆ Understand the strategies adopted by enterprises in setting up logistics networks ◆ Master operational research, games theory or other similar analytical tools </div> </div> <div> <div>6.2 Design air freight route network logistics solutions</div> <div> <ul style="list-style-type: none"> ◆ Study the flight connection solutions under the scope of aviation service ◆ Analyze the cost of various solutions, voyage and time limitation on the service, customs clearance and transit arrangement, storage and terminal service and facilities </div> </div>		

	<ul style="list-style-type: none"> ◆ Make use of cost effectiveness analysis to assess the feasibility of various solutions ◆ Analyze sources of goods and customer needs, assess the reliability of route network and its capability to explore new markets, enhance efficiency and reliability, and reduce cost ◆ Design a feasible route network to acquire the most effective air cargo handling volume ◆ Design other feasible logistics value-added services ◆ Apply operational research and games theory to analyze the enhancement of competitiveness after networkization ◆ Compile analysis reports to support the logistics solution proposed
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to systematically analyze enterprise's network connection and business partner's support, and design suitable logistics networks based on the resources from this aspect so as to support relevant logistics solutions or air freight express service; and</p> <p>(ii) Capable to design and set up effective air freight networks, and compile related reports for enterprise's decision-making level.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Design air freight logistics solutions by making use of air freight strategic alliance
2. Code	LOAFPD504A
3. Range	This unit of competency is applicable to airlines, freight forwarders or express and logistics companies. Practitioners should be capable to make use of the concept of air freight strategic alliance to achieve synergy and find an effective solution under the operation policy of the enterprise when designing air freight logistics solutions for the enterprise.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air freight alliance and logistics solutions</p> <ul style="list-style-type: none"> ◆ Understand the concept of air freight strategic alliance ◆ Understand air freight network and the concept of hub & spoke ◆ Understand the causes and conditions for the synergy of air freight market ◆ Understand the regulators and the air freight resources of various enterprises that participate in the alliance such as flight paths, network, aircraft types and aircraft fleets, airports used, etc. ◆ Understand logistics solutions and the advantages of using air freight strategic alliance ◆ Understand the rights and duties of various enterprises that participate in the air freight alliance

	<ul style="list-style-type: none"> ◆ Understand the relationship between the flight network owned by various enterprises that participate in air freight alliance and their service coverage and logistics solutions ◆ Understand how an air freight alliance shares profit and cost <p>6.2 Make use of air freight strategic alliance to design air freight logistics solutions</p> <ul style="list-style-type: none"> ◆ Analyze the compatibility of resources when the enterprise makes use of air freight alliance and its impact on customers ◆ Use operational research or games theory to analyze the impact of the logistics solution under strategic alliance with respect to cost effectiveness and upholding of market leadership ◆ Study the resources and networks of different enterprises that participate in the air freight alliance to design a new logistics solution ◆ Assess the cost effectiveness and feasibility of the new logistics solution ◆ Compile reports to illustrate the proposal of the new logistics solution
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze the support from enterprises that participate in the air freight strategic alliance and their business partners systematically and design suitable logistics solutions based on the resources from this aspect to support relevant logistics solutions or air freight express service; and</p> <p>(ii) Capable to design effective air freight logistics solutions and compile relevant reports for the decision making level of the enterprise.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Design air freight logistics solutions by making use of virtual airport concept
2. Code	LOAFPD505A
3. Range	This unit of competency is applicable to airlines, freight forwarders or express and logistics companies. Practitioners should be capable to make use of the concept of virtual airport to find an effective solution under the operation policy of the enterprise when designing air freight logistics solutions for the enterprise.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand virtual airport concept</p> <ul style="list-style-type: none"> ◆ Understand the concept of virtual airport ◆ Understand the operational procedures and conditions of using virtual airport by airlines ◆ Understand factors for considering virtual airport, such as the city where the airport belongs, customs clearance arrangements, sources of goods and logistics facilities ◆ Understand the means of transport for connection between the virtual airport and airports for takeoff and landing, and their efficiency ◆ Understand the air waybill arrangements at the virtual airport ◆ Understand the logistics solution and advantages of using the virtual airport

	<p>6.2 Make use of the virtual airport concept to design air freight logistics solutions</p> <ul style="list-style-type: none"> ◆ Collect information about the city where the virtual airport belongs, customs clearance arrangements, sources of goods, distance and costs for connection and logistics facilities ◆ Assess the network relationship between the enterprise and the city where the virtual airport belongs ◆ Analyze the cost effectiveness of self-operating and contracting the virtual airport connection service ◆ Analyze the cost effectiveness of using virtual airport ◆ Compare the pros and cons or changes in market share for using and not using virtual airport ◆ Design an air freight logistics solution to extend the service to more areas ◆ Assess the feasibility of the air freight logistics solution designed ◆ Compile reports to analyze the pros and cons of the designed logistics solution using virtual airport service
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze the pros and cons of using virtual airport service systematically and design suitable logistics solutions to explore new markets and enlarge the coverage of the logistics service; and</p> <p>(ii) Capable to design effective air freight logistics solutions and compile relevant reports for the decision making level of the enterprise.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess the demand for the services of the logistics industry and formulate sales budgets
2. Code	LOCUSM501A
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to assess sales condition and formulate corresponding budgets effectively by analyzing and assessing various factors affecting sales condition.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of sales trend and budgeting</p> <ul style="list-style-type: none"> ◆ Master data analysis techniques such as statistics ◆ Understand the applications of statistical software ◆ Master factors of consideration in making sales assessment, including past sales data, previous year's sales data, sales growth rate and competitors' sales volume, etc. ◆ Understand economic atmosphere, including global economic atmosphere, performance of the financial market, price rise and fall, and consumption propensity, etc. ◆ Master overall logistics industry, including demand, current situation and future trend, etc. ◆ Understand company factors, including market positioning, marketing strategy and market share, etc. ◆ Understand other factors affecting sales, including climate and festivals, etc.

	<p>6.2 Formulate sales budgets</p> <ul style="list-style-type: none"> ◆ Master data analysis techniques such as statistics, and apply relevant knowledge to assess the demand for the services of the logistics industry and formulate corresponding budgets ◆ Formulate sales budgets according to different factors for consideration, including: <ul style="list-style-type: none"> • Cross-checking company's past sales condition • Considering market situation from now on • Actions taken by market competitors • Tallying with company's direction or strategies in operation ◆ Coordinate with relevant departments, and discuss areas that requires attention in formulating sales budgets ◆ Modify sales budgets in accordance with the market situation and other variables, so as to reflect the market situation properly and inform relevant departments of the modifications made
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to apply knowledge related to sales condition and budgeting to assess sales condition effectively; and (ii) Capable to predict achievable sales target within specific time period and formulate corresponding budgets accurately by analyzing and assessing various factors affecting sales condition.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Plan business development strategies and explore new markets
2. Code	LOCUSM503A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to plan company business development strategies and explore new markets according to different market situations and needs by understanding the market situation of the logistics industry.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the market situation of the logistics industry</p> <ul style="list-style-type: none"> ◆ Understand the market of the logistics industry and its competitors, including geographical environment, political environment, policies for attracting foreign investment, policies for attracting talents, environmental protection policies, taxation system, legal system, infrastructure projects and supporting facilities, government strategies with regard to the future development of and investment for the logistics industry and local culture, etc. ◆ Understand the hidden problems of the logistics industry, including barriers against e-logistics development, problems about competition for target market and outflow of talents ◆ Understand the market opportunity of the logistics industry, including Hong Kong's role as an entrepot and the business opportunity in working with the Mainland China

	<div data-bbox="384 947 743 1182"> <p>6.2 Plan company business development and explore new markets</p> </div> <div data-bbox="783 241 1477 1995"> <ul style="list-style-type: none"> ◆ Understand the market challenges faced by the logistics industry, particularly the influence of the Mainland China and Southeast Asia countries on local logistics industry ◆ Understand the latest market development of the logistics industry, particularly the development of e-logistics ◆ Understand other regions' freight situation and development, as well as their short-, mid- and long-term demand for logistics services and relevant legal systems ◆ Base on different countries' information and data about the logistics industry to understand the market situation of the logistics industry, and coordinate with internal company management level to plan future development direction by different environmental factors including market positioning, scope of business, business distribution channels, human resources and finance, etc. ◆ Pay attention to existing policies or policies to be implemented by countries that are related to the logistics industry, and take proper corresponding actions in planning future development direction ◆ Master the development of e-logistics, and coordinate with internal company management level to understand the pros and cons to business development in implementing e-logistics </div>
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	<ul style="list-style-type: none"> ◆ Analyze the feasibility of and plan for the promotion of e-logistics, and understand the barriers involved ◆ Analyze the development potential of various target markets and the feasibility of business development
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Base on different countries' information and data about the logistics industry to understand the market situation and the future development of the logistics industry and plan company business development strategies precisely and explore new markets.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate pricing strategy
2. Code	LOCUSM504A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to formulate pricing strategy according to their market positioning, the supply and demand situation for the services of the logistics industry and competitors' pricing strategies, etc.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge on formulating pricing strategy</p> <ul style="list-style-type: none"> ◆ Understand the supply and demand situation for the services of the logistics industry and company's market positioning ◆ Understand price components, the classification and calculation of freight charges for goods, and master the relationship between price and cost ◆ Master the methods and concepts for analysing market price, such as market leading price and game theory analysis, etc. ◆ Understand the charges of various operation modes including sea, land and air modes, and their operating costs in calculating intermodal price ◆ Understand the industry's principles or regulations on pricing ◆ Master different pricing strategies, such as: cost pricing, flexible pricing and discount pricing strategies ◆ Understand market structure and the impact of its development changes on price

	<p data-bbox="391 891 646 1034">6.2 Formulate pricing strategy</p> <ul style="list-style-type: none"> ◆ Master the key environmental factors that affect the pricing of company's services, such as socio-economic situation, currency changes, consumer needs, market structure and competitors' behaviour ◆ Understand the revenue-sharing arrangement in different countries, regions or industries ◆ Master the impact of psychological factors on pricing strategy formulation ◆ Understand related countries' principles and regulations on price management ◆ Select pricing target in accordance with the supply and demand market situation for the services of the logistics industry, company's market positioning and other factors ◆ In consideration of different factors, set targets for company's profit and cost and select the pricing method according to company goal ◆ Calculate charges for each item accurately by different modes of transport ◆ Analyze competitors' pricing and services provided ◆ Estimate market reaction and competitors' reaction to price changes ◆ Consider the impact of psychological factors on pricing strategy formulation ◆ Set rules for providing discounts on price ◆ Discuss in details with relevant departments to select the ultimate pricing strategy
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	<ul style="list-style-type: none"> ◆ Review the pricing strategy to see if it can achieve company goal and make modifications accordingly ◆ Compile reports or guidelines for sales and customer service departments to illustrate company's pricing strategy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to fully estimate the market reaction and competitors' reaction and formulate appropriate and competitive pricing strategy for the greatest benefits of the company in accordance with company's pricing target and in consideration of market factors; and</p> <p>(ii) Capable to compile reports or guidelines to illustrate company's pricing strategy.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate marketing strategy
2. Code	LOCUSM505A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to formulate marketing strategy according to company's operation policies and development direction.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge about marketing strategy</p> <ul style="list-style-type: none"> ◆ Understand the operation, overall market situation and future development of the logistics industry ◆ Understand the concept of marketing and master the current situation and future development of the company ◆ Understand different types of customers, including their business conditions, future change and development, nature of business, service requirements, and business turnover brought by human relations ◆ Understand market competitors, including their business conditions, future change and development, services provided, human relations and market share ◆ Master service and product strategies, techniques of market analysis, sales and marketing strategies, public relations techniques, customer behaviour, economics, accounting and financial concepts, etc.

		<ul style="list-style-type: none"> ◆ Master the latest moves and development of sales and marketing ◆ Understand the business law and ordinances related to sales and marketing ◆ Master basic marketing elements and concepts, such as promotion, market research, product mix and sales management ◆ Understand the interface of logistics and marketing strategies, such as customer service, pricing and image ◆ Understand different kinds of marketing strategies, such as active / passive; aggressive / defensive, etc.
6.2	Formulate marketing strategy	<ul style="list-style-type: none"> ◆ Assess the potential risks and benefits of company's development ◆ Conduct market research by means of different market research methods, external and internal factors, etc. ◆ Suggest development strategy for gaining access to new markets, such as investment, franchise and joint venture, etc. ◆ Select suitable marketing strategy for the company to develop ◆ Select suitable promotional channels ◆ List out overall marketing strategy, including clear goals, detailed and comprehensive market research, market-oriented service development, promotional activities, good distribution channels, good management and accurate performance assessment

	<ul style="list-style-type: none"> ◆ Master all the outcomes and information after a promotional campaign has been held so as to analyze and formulate marketing strategies in future ◆ Strengthen the superiority in related areas by making use of the interface of logistics and marketing strategies, such as customer service and product mix, etc. ◆ Design promotional plans for existing and future services ◆ Add regional elements ◆ Design suitable company image for promotion, slogan and direction ◆ Compile reports to illustrate the formulation of marketing strategy
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is :</p> <p>(i) Capable to conduct market research, and formulate appropriate marketing strategy according to company's operation policies and development direction.</p> <p>(ii) Capable to review and analyze the overall market environment so as to develop a systematic sales and marketing approach.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Conduct contract negotiation	
2. Code	LOCUSM506A	
3. Range	The unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to master contract negotiation techniques so as to formulate contract terms clearly to protect the interests of the company and to avoid controversy in future.	
4. Level	5	
5. Credit	9 (for reference only)	
6.Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge about contract negotiation</div> <div> <ul style="list-style-type: none"> ◆ Understand business law, relevant international conventions, regulations and legislations ◆ Master contract negotiation techniques ◆ Master communication skills ◆ Understand the operation, workflow and characteristics of transport and logistics ◆ Understand various modes of cooperation with customers and their characteristics ◆ Understand standard contract terms and the principles of formulation ◆ Master the industrial standards or regulators' requirements </div> </div> <div> <div>6.2 Conduct contract negotiation</div> <div> <ul style="list-style-type: none"> ◆ Master the areas and the transport or logistics activities that the contract involved ◆ Analyze the cooperation mode of and the relationship between the company and the customer ◆ Analyze the range of service provided by the company and its limitations </div> </div>	

	<ul style="list-style-type: none"> ◆ Analyze the operation risks of the company ◆ Set the baseline for the negotiation with regard to the range of service and its limitations, operation risks of the company, etc. ◆ Consider various factors, including legislations and international conventions, etc., during negotiation ◆ Communicate with internal departments to master contract requirements for different operational procedures ◆ Understand past business records of the company so as to make the contract terms tally with company goal and minimize the risks faced by the company ◆ Use the techniques in negotiation, communication, calculation and forecast to fight for favourable terms for the company
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the goals or baseline expected by both sides to the contract; and (ii) Capable to use the techniques in negotiation to fight for favourable terms for and protect the interests of the company, and to prepare contract terms clearly and precisely to express the wishes of both sides.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Monitor security service standard		
2. Code	LOCUSS501A		
3. Range	This unit of competency is applicable to all kinds of logistics and cargo transport companies. Practitioners should be capable to monitor the security service standard according to the operational policy of the company.		
4. Level	5		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of security service and its management</div> <div> <ul style="list-style-type: none"> ◆ Understand the security standards, facilities and equipment required by regulators, certification bodies, industrial standards on cargo transport and relevant legislations ◆ Understand the transport security requirements of international organizations or other countries </div> </div> <div> <div>6.2 Monitor security service</div> <div> <ul style="list-style-type: none"> ◆ Establish standards, indicators and guidelines for security service according to the operational policy of the company ◆ Consider the reports and data provided by the security service contractors or in-house security department according to the operational policy of the company or contract requirements ◆ Execute the incentive and penalty arrangement according to the operational policy of the company or contract requirements </div> </div>		

	<ul style="list-style-type: none"> ◆ Conduct site audits regularly according to procedures ◆ Conduct audits on non-regular basis according to procedures ◆ Arrange regular audits for regulators or certification bodies ◆ Arrange security facilities such as CCTV, access control, position tracking, etc. and their location ◆ Check the functions of anti-burglary devices and relevant electronic systems such as different types of sensor, goods identification equipment and warehouse management system ◆ Test the staff identification and registration system ◆ Check whether the security facilities, such as the valuables storage facility, are up to the standard
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to monitor the standard of security service according to the operational policy of the company and industrial standards.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate air freight security strategy
2. Code	LOAFSS501A
3. Range	This unit of competency is applicable to airlines, air cargo terminals or air freight forwarders. Practitioners should be capable to formulate air freight security strategy according to aviation industry's freight standard and operational policy of the enterprise.
4. Level	5
5. Credit	12 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of air freight security strategy of the enterprise</p> <ul style="list-style-type: none"> ◆ Understand the security policies and procedures of regulators ◆ Understand the operational policy, business condition and risk capacity of the enterprise ◆ Understand the cost effectiveness of security system ◆ Understand freight standard of the aviation industry for security system and qualifications of contractors ◆ Understand the importance of security system to the operation of the enterprise ◆ Understand the relationship between security system and the operation of departments of the enterprise ◆ Understand the relationship between security system and the operation of different enterprises involved in the air freight process

	<p>6.2 Formulate air freight security strategy</p> <ul style="list-style-type: none"> ◆ Formulate direction and goals for freight security policy of the enterprise ◆ Formulate the operation mode, standard procedures of operation, contracting form, and standards for contract licence and instruments of the freight security system ◆ Analyze cost effectiveness of different modes of security system ◆ Select a security system operation mode which fits in with the overall business strategy of the enterprise ◆ Analyze the system established to see if procedures for air freight security as required by the freight standard of the aviation industry and regulators are included ◆ Analyze the system established to see if facilities such as lighting, barriers and sensors for air freight security as required by the regulators are included ◆ Analyze the compatibility, substitutability or share ability of the freight security system within the enterprise and other freight security systems outside the enterprise ◆ Make arrangements regarding the authority, responsibilities, supervision and reporting procedures of staff handling the freight security system ◆ Set operational standard, goals and audit procedures for freight security system ◆ Monitor the system operation and decide whether strategy adjustment is needed
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate a suitable and effective air freight security strategy in compliance with aviation industry's freight standard, regulators' requirements and operational policy of the enterprise; and (ii) Capable to thoroughly analyze the freight security system within the enterprise and monitor the system operation.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Perform risk assessment of the transport process and compile reports		
2. Code	LOCUIL501A		
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to apply the knowledge and skills of risk assessment and the understanding of the transport process to perform such assessment.		
4. Level	5		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge on risk assessment in workflow</div> <div> <ul style="list-style-type: none"> ◆ Understand the definition, types and impact of risks and different types of compensation ◆ Understand different types of risk assessment skills ◆ Understand the characteristics and operation procedure of the industry ◆ Understand the potential risks and hazards during operation according to instructions, on-site observation and survey reports, including: <ul style="list-style-type: none"> • Manual handling operation • Mechanical handling operation • Working in confined spaces, etc </div> </div> <div> <div>6.2 Perform risk assessment</div> <div> <ul style="list-style-type: none"> ◆ Apply skills to perform process risk assessment. Assess all the risks that would affect the health and safety of employees, such as fault-finding analysis, status analysis, use of tools under different circumstances and handling of dangerous goods </div> </div>		

	<ul style="list-style-type: none"> ◆ Compile risk assessment reports for work process, including: <ul style="list-style-type: none"> • Classification of work activities • Identification of risks • Calculation and assessment of risks • Estimation of staff affected • Methods to reduce or eliminate risks • Conclusions and recommendations
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply basic approaches to perform risk assessment for work process and environment effectively and to compile reports.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Assess the total lost amount-and calculate the claim amount
2. Code	LOCUIL502A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to assess the total lost amount and calculate the claim amount by means of analysis subsequent to the accident.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of insurance terms, professionals' survey reports and international conventions</p> <ul style="list-style-type: none"> ◆ Understand the affreightment contract terms between the company and its customers, and their relationship ◆ Understand insurance terms, especially having in-depth knowledge of terms on claims ◆ Understand the functions and contents of general documents for sea freight, air freight and express operation, including the packing list, invoice, bill of lading, master air waybill and house air waybill ◆ Understand the reports and recommendations of surveyors, average adjusters and lawyers issued after accident investigation ◆ Understand the impact of relevant clauses of international conventions on the calculation of claim amount

	<p>6.2 Assess the total lost amount and calculate the claim amount</p> <ul style="list-style-type: none"> ◆ Assess the total losses after giving considerations to the factors: the details of the affreightment contract between the company and its customers; the location, time and causes of the accident; the status of the subject matter insured; survey reports from professionals; relevant clauses of international conventions; the business relationship between the company and its customers ◆ Calculate the claim amount after giving considerations to the factors: the details of the affreightment contract between the company and its customers; the causes of the accident; damage to the subject matter insured; survey reports from professionals; relevant clauses of international conventions ◆ May include relevant fees in the assessment of total lost amount and the calculation of the claim amount if appointment of surveyors, average adjusters and lawyers as agents is needed, according to different conditions and factors, to handle the claim ◆ Liaise with relevant departments after assessing the total lost amount and calculating the claim amount so as to handle the relationship with customers and the compensation properly.
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency:</p> <p>(i) Capable to assess the total lost amount and calculate the claim amount accurately subsequent to the accident.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange for insurance by tender
2. Code	LOCUIL503A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to arrange for insurance by tender independently according to the needs of the company.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Understand the risks during operation and insurance terms</p> <ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Fairly understand the characteristics and operation procedure of the industry, and the co-operation and relationship with customers ◆ Understand the risks during operation ◆ Understand relevant insurance terms ◆ Understand the present status and trend of relevant insurance market ◆ Decide on the appropriate sum insured, deductible exclusion or maximum limit of liability for certain clauses according to the company conditions

		<ul style="list-style-type: none"> ◆ Have basic knowledge of Hong Kong business law and company law, including the legal system in Hong Kong and its origin, contract law, torts law and agency law ◆ Understand tendering procedures and relevant strategies ◆ Capable to prepare tender conditions in the interests of the company
6.2	Arrange for insurance by tender	<ul style="list-style-type: none"> ◆ Select appropriate insurance companies or intermediaries according to their background, financial position, reputation and underwriting capacity ◆ Handle the relationship with insurance companies or intermediaries legally during the tender period ◆ Compare and analyze the quotations from insurance companies or intermediaries, and choose the most appropriate coverage, sum insured, deductible, premium and maximum limitation of liability for certain clause ◆ Liaise with eligible insurance companies or intermediaries and confirm the details ◆ Inform relevant departments of the progress of the insurance arrangements ◆ Verify the insurance documents issued by insurance companies or intermediaries

	<p>6..3 Professionalism in arranging for insurance by tender</p> <ul style="list-style-type: none"> ◆ Handle insurance issues according to insurance law ◆ Act in a cautious manner to protect the interests of the company when deciding on the subject matter insured ◆ Avoid conflict of interests
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <p>(i) Capable to arrange for insurance by tender and to decide on the successful tender in the interests of the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply Alternate Dispute Resolution (ADR) to handle disputes
2. Code	LOCUIL504A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to apply ADR to handle business disputes when litigation is not the best option.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Differences between ADR and litigation, and the application criteria</p> <ul style="list-style-type: none"> ◆ Understand the differences between litigation and ADR in handling claims ◆ Understand the practices of ADR, including conciliation, mediation and arbitration; their advantages and disadvantages ◆ Master the criteria for applying ADR to handle disputes in sea freight and air freight, including the causes of disputes, the sum in dispute, the legislations of different countries, international conventions, contract terms, standard trading terms and the relationship with the customer in dispute ◆ Understand the procedures of applying ADR to handle disputes in sea freight and air freight and the impact on recovering compensation ◆ Know about the organizations which apply ADR to handle disputes, and their services

	<p>6.2 Apply ADR to handle disputes in logistics industry</p> <ul style="list-style-type: none"> ◆ Liaise with relevant departments and learn about the causes of the disputes and assess the responsibilities of both parties ◆ Assess the losses and the impact on the company as a result of the disputes ◆ Liaise with relevant departments for further examination and select more cost-effective methods to handle disputes ◆ Inform relevant departments of the progress of handling disputes ◆ Contact the organizations which apply ADR to handle disputes for support
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply ADR to handle business disputes effectively when litigation is not the best option.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Use arbitration to handle disputes
2. Code	LOCUIL505A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to use arbitration to handle business disputes when litigation is not the best option.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Differences between arbitration and litigation, and the application criteria</p> <ul style="list-style-type: none"> ◆ Understand the definition of litigation and arbitration and their differences in handling claims ◆ Master the criteria for using arbitration to handle disputes in sea freight and air freight, including the causes of disputes, the sum in dispute, the legislations of different countries, international conventions, contract terms, standard trading terms and the relationship with the customer in dispute ◆ Understand the procedures of using arbitration to handle disputes in sea freight and air freight ◆ Have basic understanding of the conventions for international and local arbitration

	<p>6.2 Use arbitration to handle disputes in logistics industry</p> <ul style="list-style-type: none"> ◆ Liaise with relevant departments and learn about the causes of the disputes and assess the responsibilities of both parties ◆ Assess the losses and the impact on the company as a result of the disputes ◆ Liaise with relevant departments for further examination and select more cost-effective methods to handle disputes ◆ Inform relevant departments of the progress of handling disputes ◆ Contact relevant arbitration bodies or arbitration centres for support, including selection of arbitrators, and information on arbitration fees and relevant arbitration law and procedures
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to use arbitration to handle business disputes effectively when litigation is not the best option.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply knowledge of business laws to prepare contracts
2. Code	LOCUIL506A
3. Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to master the knowledge of business laws to prepare contracts so as to protect the benefits of the company.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirement</u></p> <p>6.1 Knowledge of business laws</p> <ul style="list-style-type: none"> ◆ Possess relevant legal knowledge, including the legal system in Hong Kong and its origin, contract law, tort law, forms of business organizations, intellectual property law, agency law, sales of goods and services law ◆ Understand the Chinese law, including : business law, interlectual property law, and arbitration ◆ Understand the characteristics and operation procedure of the industry and the cooperative relationship with the customers

	<p>6.2 Prepare contracts</p> <ul style="list-style-type: none"> ◆ Liaise with relevant lawyers for legal assistance according to the situation and contract type ◆ Liaise with relevant departments to understand the characteristics and operation procedure of the industry and the cooperative relationship with the customers, and define clearly the contractual obligations and rights of both sides when preparing contracts ◆ Avoid as much as possible unnecessary law suits and losses when preparing the terms and conditions of the contract ◆ Analyze the reasons for violence or determination of contract and the compensation, handling method and relevant law for breach of contract ◆ Add appropriate terms to protect the interests of the company ◆ Liaise with relevant departments and incorporate their views in drafting the contract <p>6.3 Professionalism in contract preparation</p> <ul style="list-style-type: none"> ◆ Understand the business laws and apply relevant knowledge to prepare contracts ◆ Prepare the contract discreetly ◆ Avoid conflict of interests
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to apply the knowledge of business laws to prepare contracts so as to protect the interests of the company.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange for employee compensation insurance contract
2. Code	LOCUIL507A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to understand operating risks; to consider different factors and use the knowledge of insurance law to arrange for employee compensation insurance contracts for the company so as to transfer the risks.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Understand operating risks and the basic principles of insurance law and insurance terms</p> <ul style="list-style-type: none"> ◆ Understand the operation of the company and its utilization of human resources ◆ Understand the process, nature and working conditions of the logistic operation, and possible risks to employee ◆ Understand the importance of purchasing employee compensation insurance to the lawful operation of the company ◆ Understand labour law and other legislations related to compulsory compensation insurance for employees; clearly understand the liabilities of non-compliance ◆ Know about the criteria for verifying employee identity ◆ Understand the company's relationship with subcontractors, and the rights and obligations of both parties

		<ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand the terms for employee compensation insurance, including medical fees, compensation for permanent disability and death, maximum compensation per claim and restrictions on locations ◆ Understand the current situation and trend of employee compensation insurance market
6.2	Arrange for labour insurance contracts	<ul style="list-style-type: none"> ◆ Consult different departments and analyze past compensation records so as to understand operating risks ◆ Select appropriate companies or intermediaries from the market which provide a variety of employee insurance services/products according to their background, financial position, reputation and underwriting capacity ◆ Provide the insurance company with staff information for consideration, including business nature, types and nature of jobs, number of staff, wages and work locations; present the company's requirements for insurance products clearly

	<ul style="list-style-type: none"> ◆ Fight for the most appropriate terms when negotiating quotations with insurance companies or intermediaries ◆ Verify the insurance documents issued by insurance companies or intermediaries
	<p>6.3 Professionalism</p> <ul style="list-style-type: none"> ◆ Handle insurance issues according to labour law and other relevant legislations ◆ Avoid conflict of interests ◆ Act in a cautious manner to protect the interests of the company
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to arrange for employee compensation insurance contracts according to various factors, including the nature of jobs, past compensation records and the needs of the company so as to make the company operate lawfully and transfer the risks; and</p> <p>(ii) Capable to select appropriate insurance companies or intermediaries to handle insurance matters according to company's requirements and different factors of consideration.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange for public liability insurance contract
2. Code	LOCUIL508A
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to understand operating risks; to consider different factors and use the knowledge of insurance law to arrange for public liability insurance contracts for the company so as to transfer the risks.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Understand operating risks and the basic principles of insurance law and insurance terms</p> <ul style="list-style-type: none"> ◆ Understand the operation of the company ◆ Understand the definition of third party through the study of law ◆ Understand the nature and working environment of logistic operation, and possible risks and liabilities related to the third party ◆ Understand the impact of business law and relevant legislations on the operation of the company ◆ Understand the company's relationship with subcontractors, and the rights and obligations of both parties ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law

		<ul style="list-style-type: none"> ◆ Understand the terms of public liability insurance, including the provision of legal protection for the company whose operation may have caused damage to persons and property, exclusions and maximum benefits ◆ Understand the current situation and trend of public liability insurance market
6.2	Arrange for insurance contracts	<ul style="list-style-type: none"> ◆ Understand the company's possible exposure to third party liabilities according to the contract entered with customers and the standard trading terms; formulate appropriate maximum limit of liability, deductible exclusion and coverage ◆ Select and provide the insurance company with useful information for consideration, including business nature and scope, data and information related to operation, and claim records; present the enterprise's requirements for insurance products clearly ◆ Analyze past records of litigation and claims ◆ Select appropriate insurance companies or intermediaries according to their background, financial position, reputation and underwriting capacity

	<ul style="list-style-type: none"> ◆ Apply the knowledge of public liability insurance terms and relevant insurance market to fight for the most appropriate coverage and the most reasonable premium when negotiating quotations with insurance companies or intermediaries ◆ Verify the insurance documents issued by insurance companies or intermediaries ◆ Handle the premium with other departments of the company
	<p>6.3 Professionalism in arranging for insurance contracts</p> <ul style="list-style-type: none"> ◆ Handle insurance issues according to insurance law and other relevant legislations ◆ Avoid conflict of interests ◆ Act in a cautious manner to protect the interests of the company
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle public liability insurance contracts according to different factors, including the nature of jobs, past compensation records and the needs of the company so as to transfer the risks ; and</p> <p>(ii) Capable to select appropriate insurance companies or intermediaries to handle insurance matters according to company's requirements and different factors of consideration</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange for multimodal insurance contract
2. Code	LOCUIL509A
3. Range	This unit of competency is applicable to sea freight, air freight, and relevant operators. Practitioners should be capable to understand operating risks; to consider different factors and use the knowledge of insurance law to arrange for multimodal insurance contracts for the company so as to transfer the risks.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Understand operating risks and the basic principles of insurance law and insurance terms</p> <ul style="list-style-type: none"> ◆ Understand the operation of the company ◆ Understand the services of freight forwarders, and their operating risks and responsibilities ◆ Understand the details of the contracts signed between freight forwarders and customers/consignors, including the rights and obligations of both parties ◆ Understand the standard trading terms agreed between freight forwarders and customers/consignors ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law

	<p data-bbox="386 656 667 846">6.2 Arrange for multimodal insurance contracts</p> <ul style="list-style-type: none"> <li data-bbox="770 241 1410 488">◆ Understand the terms of multimodal insurance, including cargo liabilities, third party liabilities, errors and omissions, fines and duties, costs and expenses, etc. <li data-bbox="770 510 1410 589">◆ Understand the current situation and trend of multimodal insurance market <li data-bbox="770 656 1474 1014">◆ Understand the company's exposure to risks and liabilities in relation to the third party according to the contracts signed with customers/consignors and the standard trading terms; formulate the appropriate sum insured, deductible exclusions and coverage <li data-bbox="770 1037 1474 1541">◆ Select and provide the insurance company with useful information for consideration, including total freight revenue per annum, business scope, cargo volume (in TEU / metric tons) and its regional distribution, cargo types, bills of lading, standard trading terms, services of subcontractors and claim records; present the enterprise's requirements for insurance products clearly <li data-bbox="770 1563 1410 1641">◆ Analyze past records of litigation and claims <li data-bbox="770 1664 1442 1865">◆ Select appropriate insurance companies or intermediaries according to their background, financial position, reputation and underwriting capacity
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	<ul style="list-style-type: none"> ◆ Apply the knowledge of contract terms for multimodal insurance and relevant insurance market to fight for the most appropriate coverage and the most reasonable premium when negotiating quotations with insurance companies or intermediaries ◆ Verify the insurance documents issued by insurance companies or intermediaries ◆ Handle the premium with other departments of the company
	<p>6.3 Professionalism in arranging for insurance contracts</p> <ul style="list-style-type: none"> ◆ Handle insurance issues according to insurance law and other relevant legislations ◆ Avoid conflict of interests ◆ Act in a cautious manner to protect the interests of the company
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle multimodal insurance contracts according to different factors, including the nature of jobs, past compensation records and the needs of the company so as to transfer the risks. ; and</p> <p>(ii) Capable to select appropriate insurance companies or intermediaries to handle insurance matters according to company's requirements and different factors of consideration</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange for aviation insurance contracts
2. Code	LOAFIL501A
3. Range	This unit of competency is applicable to airlines. Practitioners should be capable to understand the risks for aircrafts during operation, to consider different factors and use the knowledge of insurance law to arrange for aviation insurance contract for the company so as to transfer the risks.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand basic principles of insurance law and aviation insurance terms</p> <ul style="list-style-type: none"> ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand aviation insurance terms, including the risks covered, the exclusions, terms on claims, and terms on dismantlement, transportation and repair, etc. ◆ Understand the risks for the aircraft during operation ◆ Understand the current situation and trend of aviation insurance market

	<p>6.2 Arrange for aviation insurance contracts</p> <ul style="list-style-type: none"> ◆ Consult different departments (including an analysis of compensation records) on the risks for the different aircraft types during operation, and decide on the appropriate sum insured, deductible and coverage ◆ Provide the insurance company with useful information for consideration, including the type, model, manufacturer, year of manufacturing, engine information, carrying capacity and voyage of the aircraft; present the enterprise's requirements for insurance products to the insurance company ◆ Select appropriate insurance companies or intermediaries for the enterprise according to their background, financial position, reputation and underwriting capacity ◆ Master the aviation insurance terms and insurance market conditions to fight for the most appropriate coverage and the most reasonable premium when negotiating with insurance companies or intermediaries ◆ Verify the insurance documents issued by insurance companies or intermediaries ◆ Handle the premium with other departments of the enterprise
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	<p>6.3 Professionalism</p> <ul style="list-style-type: none"> ◆ Handle insurance issues according to insurance law ◆ Avoid conflict of interests ◆ Act cautiously to protect the interests of the company when deciding coverage for the subject matter insured.
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle matters related to aviation insurance according to various factors, including the properties of the aircraft, transportation arrangements, and the needs of the company so as to transfer the risks.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange for air cargo insurance contract
2. Code	LOAFIL502A
3. Range	This unit of competency is applicable to consignors, air freight forwarders and air freight operators. Practitioners should be capable to understand operating risks; to consider different factors and use the knowledge of insurance law to arrange for air freight insurance contracts so as to transfer the risks.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand operating risks and the basic principles of insurance law and insurance terms</p> <ul style="list-style-type: none"> ◆ Understand the operation of the air freight industry ◆ Understand the operation of the company, and the risks for cargoes transported by air ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law ◆ Understand the international conventions relevant to air cargo carriage ◆ Understand the business law ◆ Understand air freight insurance terms, including risks, period, exclusions, obligations of the insured and claims details

	<p data-bbox="386 389 724 528">6.2 Arrange for air cargo insurance contracts</p> <ul style="list-style-type: none"> <li data-bbox="785 241 1474 327">◆ Understand the current situation and trend of the air freight insurance market <li data-bbox="785 389 1474 584">◆ Consult different departments and analyze past claims records so as to understand the risks for cargoes transported by air <li data-bbox="785 602 1474 1061">◆ Provide the insurance company with useful information for consideration, including type, nature, package and quantity of the cargo; number, time and date of the flight; place of departure and arrival; and sum insured; present the enterprise's requirements for insurance products clearly to the insurance company <li data-bbox="785 1079 1474 1384">◆ Select appropriate insurance companies or intermediaries from the market which provide services related to air cargo insurance according to their background, financial position, reputation and underwriting capacity <li data-bbox="785 1402 1474 1756">◆ Formulate for the enterprise the appropriate sum insured, deductible and limitation of liability according to different factors; present the enterprise's requirements for insurance products clearly to the insurance company or intermediary <li data-bbox="785 1774 1474 1968">◆ Fight for the most appropriate insurance terms for the enterprise when negotiating quotations with insurance companies or intermediaries
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	<ul style="list-style-type: none"> ◆ Verify the insurance documents issued by insurance companies or intermediaries ◆ Handle the premium with other departments of the company
	<p>6.3 Professionalism in arranging for insurance contracts</p> <ul style="list-style-type: none"> ◆ Handle insurance issues according to insurance law ◆ Avoid conflict of interests ◆ Act in a cautious manner to protect the interests of the company when deciding a coverage for the subject matter insured.
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle air cargo insurance contracts according to different factors, including cargo information, the arrangements for freight movement and the needs of the company so as to transfer the risks.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Arrange for air cargo liabilities insurance contract
2. Code	LOAFIL503A
3. Range	This unit of competency is applicable to air freight and relevant operators. Practitioners should be capable to understand operating risks; to consider different factors and use the knowledge of insurance law to arrange for air cargo liabilities insurance contract for the company so as to transfer the risks.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand operating risks and the basic principles of insurance law and insurance terms</p> <ul style="list-style-type: none"> ◆ Understand the operation of the company ◆ Understand the services of the company, and its operating risks and responsibilities ◆ Understand the details of the contracts signed between the company and customers, including the rights and obligations of both parties ◆ Understand the international conventions relevant to air freight transport ◆ Understand the business law ◆ Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. ◆ Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law

	<p>6.2 Arrange for air cargo liabilities insurance contracts</p> <ul style="list-style-type: none"> ◆ Understand the terms of air cargo liabilities insurance, including cargo liabilities, aviation liabilities and exclusions, etc. ◆ Understand the current situation and trend of air cargo liabilities insurance market ◆ Consider different factors, such as the content of the contracts signed with customers, and the international conventions relevant to air freight transport, etc.; understand the company's exposure to risks and liabilities in relation to the customers; set limitation of liability, deductible and coverage ◆ Select and provide the insurance company with useful information for consideration, including information on cargo and flight detail, claim records, etc.; present the enterprise's requirements for insurance products clearly to the insurance company or intermediary ◆ Analyze past records of litigation and claims ◆ Select appropriate insurance companies or intermediaries according to their background, financial position, reputation and underwriting capacity ◆ Apply the knowledge of contract terms for air cargo liabilities insurance and relevant insurance market to fight for the most appropriate coverage and the most reasonable premium when negotiating quotations with insurance companies or intermediaries
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	<ul style="list-style-type: none"> ◆ Verify the insurance documents issued by insurance companies or intermediaries ◆ Handle the premium with other departments of the company
	<p>6.3 Professionalism</p> <ul style="list-style-type: none"> ◆ Handle insurance issues according to insurance law and other relevant legislations ◆ Avoid conflict of interests ◆ Act in a cautious manner to protect the interests of the company when deciding a coverage
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to handle air cargo liabilities insurance contracts according to different factors, including cargo information, current situation of relevant insurance market, past compensation records and the needs of the company so as to transfer the risks.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate strategies for the application of electronic cargo identification technologies
2. Code	LOCUEL501A
3. Range	This unit of competency is applicable to relevant units in the logistics industry. Practitioners should be capable to formulate suitable strategies for the application of electronic cargo identification technologies.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge relevant to electronic cargo identification technologies</p> <ul style="list-style-type: none"> ◆ Understand popular electronic cargo identification technologies in the logistics industry, including: <ul style="list-style-type: none"> • Electronic product code • Radio frequency identification device (RFID) • Bar code identification • Complementary equipment required by different identification technologies or standards (e.g. different frequency identification labels only work with respective readers) ◆ Understand the advantages and disadvantages of different electronic cargo identification technologies, including: <ul style="list-style-type: none"> • Data type and capacity stored in different labels or bar codes • Effective distance between the label or bar code and the reader

	<ul style="list-style-type: none"> ◆ Cost effectiveness of the readers and the labels or bar codes ◆ Understand the legal responsibilities and risks of using various types of e-logistics technologies <p>6.2 Formulate strategies for the application of electronic identification technologies</p> <ul style="list-style-type: none"> ◆ Analyze the needs of the enterprise according to the flow of logistics operation and the scale and scope using electronic device in the operation ◆ Analyze the suitability of different electronic cargo identification technologies to the company according to their advantages and disadvantages, and formulate cost-effective strategies for the application of electronic identification technologies ◆ Analyze the costs and effectiveness of strategies for the application of different electronic cargo identification technologies
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <p>(i) Capable to formulate suitable and cost-effective strategies for the application of electronic cargo identification technologies according to the operation and needs of the enterprise and the advantages, disadvantages and suitability of different electronic cargo identification technologies.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Establish air freight-based fourth-party logistics (4PL) network
2. Code	LOAFEL501A
3. Range	This unit of competency is applicable to air freight enterprises or 4PL service providers. Practitioners should be capable to provide a network linking the services of various business partners and customers, and establish an electronic platform to provide 4PL services.
4. Level	5
5. Credit	18 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of ♦ Understand the concepts and functions of 4PL</p> <ul style="list-style-type: none"> ♦ Master the needs of the trade, business partners, monitoring authorities and customers ♦ Master the development of information technology and E-commerce ♦ Understand the needs of systems and technologies for 4PL ♦ Understand the needs of business partners, customers and potential customers regarding E-commerce and E-logistics operation ♦ Understand compatibility of software, mode of information flow, computerised forms and documents used by business partners, customers and potential customers ♦ Understand regulators' air freight requirements on aviation industry for business operational standard and procedures

	<p>6.2 Establish 4PL service platform</p> <ul style="list-style-type: none"> ◆ Suggest different solutions of 4PL network platform ◆ Assess the feasibilities of different 4PL network platforms <ul style="list-style-type: none"> • The advantages and disadvantages of different platforms • Software, hardware, method of connection, security, technologies and management mode needed for a 4PL network • The use of the platform as a competitive tool to retain and attract customers ◆ Assess different solutions in respect of the compatibility of software, mode of information flow, computerised forms and documents used by business partners, customers and potential customers ◆ Organise working groups to meet stakeholders' needs for logistics and technical support ◆ Communicate with network design engineers on customers' needs and other requirements ◆ Implement and monitor the establishment of the logistics network platform according to the development strategies formulated
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <p>(i) Capable to coordinate the IT and logistics personnel of the enterprise or consultant company to establish a 4PL platform that is feasible and fits in with the market development; provide appropriate services and linkage to maintain business partnership or provide meaningful value-added services according to the development strategies.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate operation control plan for automated information flow for air freight process
2. Code	LOAFEL502A
3. Range	This unit of competency is applicable to enterprises related to air freight. Practitioners should be capable to formulate operation control plan for monitoring the logistics operation with modern electronic information system management, and master relevant information effectively in the logistics operation so as to follow the operational policy of the enterprise.
4. Level	5
5. Credit	12 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge</p> <ul style="list-style-type: none"> ◆ Understand the air freight process of the enterprise ◆ Understand the industry and regulators' promotion and trend of using IT ◆ Understand the capability that the business partners, customers, counterparts, regulators and government bodies have in handling electronic information, and the methods they use ◆ Understand the operations conducted by all departments and staff of all levels of the enterprise during the process to release, receive, exchange, store and transform information ◆ Understand the operations conducted by organizations and customers outside the enterprise during the process to release, receive, exchange, store and transform information

		<ul style="list-style-type: none"> ◆ Understand the functions of the electronic information system for conveying and processing information, such as the intranet, the internet, telephone network, etc. ◆ Understand the concept of web platform ◆ Master the concept of information control in management ◆ Understand the concept of security for basic electronic information system ◆ Understand the cost effectiveness of different methods to convey operational information
6.2	<p>Formulate control plan for information flows for air freight operation</p>	<ul style="list-style-type: none"> ◆ Consolidate information conveyed in the air freight operation of the enterprise into a flow chart ◆ Assess the feasibility of using IT in all information flow in different procedures ◆ Communicate with electronic engineers of the company or the contractor and set up working groups for technical support ◆ Assess the importance of information of all procedures to the monitoring of air freight operation, and prioritize the handling sequence ◆ Assess the cost effectiveness of using IT on information flows for all procedures ◆ Standardize the operational procedures for using IT on information flows at all stages ◆ Compile proposal on implementation of operation control plan on information flows in the air freight operation

	<ul style="list-style-type: none"> ◆ Design training suitable for staff of the enterprise ◆ Provide suitable information and workshop training to customers and related organizations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to conduct process analysis for air freight related enterprises, and master the process and procedures for receiving, releasing and handling information; and (ii) Capable to establish IT system to receive, release and handle information effectively, and to streamline the process for doing so.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate occupational safety and health management system for the logistics industry		
2. Code	LOCUSH501A		
3. Range	This unit of competency is applicable to logistics companies Practitioners should be capable to master the knowledge of occupational safety and health so as to formulate a fundamental occupational safety and health management system for the logistics industry.		
4. Level	5		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge of occupational safety and health management</div> <div> <ul style="list-style-type: none"> ◆ Understand the safety responsibilities, including those of the legal aspect, of staff of various levels in the logistics industry ◆ Understand the elements, connection and operation of the occupational safety and health management system, including: <ul style="list-style-type: none"> • Targets of the management system • Monitoring mechanism • Training methods • Contingency measures • Review measures </div> </div> <div> <div>6.2 Formulate occupational safety and health management system</div> <div> <ul style="list-style-type: none"> ◆ Formulate occupational safety and health management system according to the requirements of the Occupational Safety and Health Ordinance, including: <ul style="list-style-type: none"> • Devising suitable targets for the management system • Organizing management committee and setting its terms of reference </div> </div>		

	<ul style="list-style-type: none"> • Establishing operational procedures of the management system • Designing monitoring mechanism • Formulating training plans • Establishing workplace contingency measures • Formulating review measures
	<p>6.3 Professionalism ♦ Formulate an occupational safety and health management system for the formulation of occupational safety and health management system effectively according to the legal requirements and characteristics of the industry</p>
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to formulate occupational safety and health management system for individual logistics enterprises and workplaces according to the requirements of the Occupational Safety and Health Ordinance and code of practice.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess staff's safety risks and formulate improvement plans for occupational safety and health management system
2. Code	LOCUSH502A
3. Range	This unit of competency is applicable to logistics enterprises. Practitioners should be capable to assess safety risks with respect to occupational safety and health management; formulate improvement plans for working procedures and mechanical protection and systems that do not comply with the safety and health management standards, and to do so continuously according to views and recommendations generated after the reviews on safety and health policy and management system.
4. Level	5
5. Credit	18 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of occupational safety and health policy and management system</p> <ul style="list-style-type: none"> ◆ Understand the occupational safety and health policy and management system of the enterprise or unit ◆ Understand the management of the occupational safety and health risks, such as defining and assessing risks ◆ Understand the methods of assessing occupational safety and health risks, degree of damage and the probability to occur ◆ Understand types and extent of the occupational safety and health risks ◆ Understand ways to minimize occupational safety and health risks ◆ Understand the occupational safety and health pledge made by the enterprise and its safety policy

		<ul style="list-style-type: none"> ◆ Understand working procedures and risks in different logistics processes of the enterprise
6.2	Assess safety risks and formulate improvement plans for occupational safety and health	<ul style="list-style-type: none"> ◆ Implement occupational safety and health risk assessment procedures ◆ Analyze the extent of the occupational safety and health risks and their impact ◆ Analyze causes for occupational safety and health incidents happened ◆ Formulate improvement plans for working procedures and mechanical protection and systems that do not comply with the safety and health management standards <ul style="list-style-type: none"> • Formulate improvement plans which include the targets, operation modes, training, implementation and monitoring, according to the investigation as well as the safety and health audit results; and formulate improvement plans for system management with respect to the overall system, financial estimates, performance measurement and review, workflow and schedule of implementation ◆ Formulate improvement plans according to views and recommendations generated after the reviews on safety and health policy and management system <ul style="list-style-type: none"> • Identify and confirm the items or operation modes of the system need to be improved • Formulate improvement plans for the overall management system

	<ul style="list-style-type: none"> ◆ Formulate improvement plans for the occupational safety and health management system for benchmarking enhancement ◆ Consult and communicate sufficiently when formulating improvement plans <ul style="list-style-type: none"> • Consult the staff and stakeholders extensively and establish good communication channels with them during the formulation of the improvement plans
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate improvement plans for working procedures and mechanical protection and systems that do not comply with the safety and health management standards; and (ii) Capable to compile reports on the formulation of improvement plans for the safety and health management system.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate quality management system
2. Code	LOCUQM502A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to formulate targets for quality management for workplaces providing transport and logistics services according to the quality management policy of individual enterprises.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of quality management relevant to transport and logistics services</p> <ul style="list-style-type: none"> ◆ Understand the quality management policy and targets of the company ◆ Understand the operational flow, legal control, working guidelines, international standard and specifications, etc. ◆ Understand the service and the operational standard as formulated by organizations of the industry ◆ Understand the legal requirements and guidelines of government departments regarding the service and its operational standard ◆ Understand the requirements of other countries, international conventions, or relevant organizations that are involved with the service, and also the working standard and operational modes entailed to meet the requirements ◆ Master the techniques of how to formulate quality management target, including: <ul style="list-style-type: none"> • Benchmarking, competitors' analysis • Key Performance Indicator

		<ul style="list-style-type: none"> • Performance Pledge • Balanced Scorecard • Analysis of deviations in performance • Master the concepts of setting up awards to promote excellent quality management. <ul style="list-style-type: none"> ◆ Master techniques in statistics, data analysis, performance assessment and communication, etc. ◆ Fully master the elements of the quality management system, including: <ul style="list-style-type: none"> • Terms used in the industry and their definitions • Method of process management • “Plan-Do-Check-Act” Management Cycle • Management and control of documents, records and files • Resources management • Control of the service quality record ◆ Master the techniques of compilation, circulation and revision, etc. of the handbook or proposal on quality management ◆ Master the method and techniques of management assessment
6.2	Formulate quality management system	<ul style="list-style-type: none"> ◆ Formulate targets for quality management <ul style="list-style-type: none"> • Identify major procedures influencing the quality of transport and logistics services • Measure performance of existing work flow • Research into customers’ expectations and competitors’ service level

	<ul style="list-style-type: none"> • Compile the target for quality management, including measuring methods, assessment standard and time, etc. • Asses the resources required to meet the target • Explain to relevant units of the company and its management about the target of quality management and its implementation <p>◆ Formulate quality management system</p> <ul style="list-style-type: none"> • According to the policy and target of quality management • Establish the framework of the system • Discuss with relevant units in the enterprise to find out major procedures that affect the service quality of the transport and logistics industry so as to confirm the process for quality management and the methods for improvement • Compile handbook or proposal on quality management • Explain to relevant units in the enterprise about quality management system and its implementation • Ensure that relevant units in the enterprise will operate according to the quality management system
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to compile suitable targets for quality management in appropriate ways; (ii) Capable to illustrate the requirements of a sound quality management system; (iii) Capable to compile a complete, clear, and approved quality management handbook or proposal; and (iv) Capable to effectively set up a quality management system and bring about sustainable development.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate environmental management system
2. Code	LOCUQM503A
3. Range	This unit of competency is applicable to all kinds of logistics companies. Practitioners should be capable to formulate targets for quality management for workplaces providing transport and logistics services according to the quality management policy of individual enterprises.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of environmental management relevant to transport and logistics services</p> <ul style="list-style-type: none"> ◆ Understand the work flow of transport and logistics services ◆ Understand the substantial impact of different processes of transport and logistics services on environment ◆ Understand the commitment, policies and targets of individual enterprises ◆ Understand the operational flow of the transport and logistics services, and the requirements on environmental protection, including legal control at international, national and local levels, operational guidelines, working rules and specifications. ◆ Understand technologies on environmental protection, including environmental monitoring instrumentation, emission mitigation techniques, resources regeneration, etc.

	<ul style="list-style-type: none"> ◆ Fully master the elements of environmental management system, including: <ul style="list-style-type: none"> • Terms used in the industry and their definitions • Identification of environmental factors • Method of process management • “Plan-Do-Check-Act” Management Cycle • Management and control of documents, records and files • Checking and monitoring • Contingency measures ◆ Master the techniques such as compilation, circulation and revision of the handbook or proposal on environment management ◆ Master the methods and techniques in management assessment ◆ Formulate environment control system <ul style="list-style-type: none"> • Formulate environmental management system according to the commitment, policies and targets of environmental management • Identify activities of transport and logistics services with significant effect on environment • Discuss with units in the enterprise, organize and establish suitable procedures to confirm procedures and improvement methods for environmental management • Compile handbooks and proposals on environmental management
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	<ul style="list-style-type: none"> • Explain to units in the enterprise about environmental management system and its implementation • Ensure that units in the enterprise will operate according to the environmental management system ◆ Regularly conduct management assessment and revise the system as necessary
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish effective communication channels with the management and units in the enterprise; (ii) Capable to compile a complete, clear and approved handbook or proposal on environmental management; and (iii) Capable to effectively establish environmental management system and bring about sustainable development.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate quality management policy
2. Code	LOCUQM504A
3. Range	This unit of competency is applicable to all kinds of logistics companies . Practitioners should be capable to fully master the knowledge and techniques of quality management, the operational strategy of the enterprise and the quality management culture; capable to formulate the quality management policy with a forward looking view and apply the policy to the transport and logistics industry.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of quality management relevant to transport and logistics services</p> <ul style="list-style-type: none"> ◆ Understand different policies of quality management and their development trends ◆ Understand the international standard, control system, unified operation and standardized procedures relevant to the logistics industry ◆ Understand the competitive edge of transport and logistics services, the requirements and expectation of the industry, the competition and opportunities, the legal requirements and controls, professional ethics and development trends, etc. ◆ Understand the company's operational strategy, its quality management culture, major procedures and integrated operation, its resources, techniques and know-how, etc.

	<p>6.2 Formulate quality management policy</p> <ul style="list-style-type: none"> ◆ Master techniques such as the analysis of trend, the formulation of policies, the selection of strategies, the implementation and communication, etc. ◆ Establish communication and relationship network with the industry ◆ Formulate quality management policy <ul style="list-style-type: none"> • Consult stakeholders on their requirements and expectations on transport and logistics services • Conduct strategic analysis of the company • Decide on the quality management standard or system • Compile quality management policy • Explain and promote the quality management policy to different people ◆ Ensure that the quality management target and system are established and implemented according to the quality management policy ◆ Examine the sustainable applicability of the quality management policy
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish a good communication and relationship network; (ii) Capable to formulate a quality management policy that is recognized by the enterprise; and (iii) Capable to strategically explain and promote the quality management policy to relevant people.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate policy of corporate social responsibilities		
2. Code	LOCUQM505A		
3. Range	This unit of competency is applicable to all kinds of logistics companies. Practitioners should be capable to formulate policy of corporate social responsibilities according to the social impact of the company's operation and hence become corporate citizens.		
4. Level	5		
5. Credit	6 (for reference only)		
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <div> <div>6.1 Knowledge relevant to corporate social responsibilities</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept of corporate citizenship and social responsibilities ◆ Understand the relationship between the culture of an enterprise and its social responsibilities ◆ Understand the impact of an enterprise on society, such as fair trade, equal opportunities, investment on society or community, establishment of family culture, environmental protection, etc. ◆ Understand social problems that are caused by transport and logistics services ◆ Understand the advantages to logistics companies when social responsibilities are strengthened ◆ Understand the social responsibilities and procedures of certified enterprises </div> </div> <div> <div>6.2 Formulate policy of corporate social responsibilities</div> <div> <ul style="list-style-type: none"> ◆ Gain support from the top management of the company on corporate social responsibilities </div> </div>		

	<ul style="list-style-type: none"> ◆ Set up positions to take care of social responsibilities ◆ Arrange or design activities to encourage staff and the management to participate in events on social responsibilities ◆ Establish a corporate culture that takes care of and help set up a community ◆ Compile the target and policy for corporate social responsibilities ◆ Set up auditing mechanism for corporate social responsibilities ◆ Compile report to illustrate the policy of corporate social responsibilities and its future plan
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate suitable policy of corporate social responsibilities according to the company's scale and operation; and</p> <p>(ii) Compile report to illustrate the formulation of policy of social responsibilities and its action plan</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate contingency procedures for environmental accidents
2. Code	LOCUQM506A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to formulate contingency procedures to handle environmental accidents.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge and technique of handling environmental accidents</p> <ul style="list-style-type: none"> ◆ Understand the causes, scale of influence and happening time of the environmental accident ◆ Understand procedures of handling emergencies ◆ Understand the materials and methods commonly used in transport and logistics workplaces but may have negative impact on environment, including: <ul style="list-style-type: none"> • Their physical and chemical properties • Impact on the environment • Monitoring of leakage or spillage, and setting of level of action or limit • Contingency plan for large-scale leakage or spillage • Decontamination and remedial technologies • International, national and regional legal requirements ◆ Understand ways of communicating environmental risks ◆ Understand ways of eliminating environmental risks

		<ul style="list-style-type: none"> ◆ Master techniques of compiling contingency procedures ◆ Master techniques of organizing emergency drills ◆ Master techniques of communicating with the public and the media
6.2	Formulation of contingency procedures for environmental accidents and drills	<ul style="list-style-type: none"> ◆ Analyze procedures of transport and logistics services of the company <ul style="list-style-type: none"> • Identify locations and amount of various types of harmful substance in the work process • Predict possible environmental accidents • Design monitoring plan ◆ Compile contingency procedure manual, including the content of <ul style="list-style-type: none"> • Management organization, rights and obligations during contingency • Reporting mechanism for contingency • Handling procedures for various types of harmful substances leaked or spilled • Management of contingency equipment ◆ Arrange for environmental accident drills <ul style="list-style-type: none"> • Capability training and emergency drills • Record and review ◆ Conduct accident analysis and contingency plan review

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to compile clear contingency procedures; (ii) Capable to handle contingencies systematically; (iii) Capable to assess the situation and conditions precisely and take appropriate measures; and (iv) Capable to report environmental accidents properly to the public and the media.
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Air Freight & Express)

Competency Level 6

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate financing strategy
2. Code	LOCUOM602A
3. Range	The unit of competency is applicable to transport logistics companies. Practitioners should be capable to analyze the cost effectiveness of finance and financing to better use the capital of the company.
4. Level	6
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of financing</p> <ul style="list-style-type: none"> ◆ Understand the financing concept and the time value and cost of capital ◆ Master the concept and major valuation methods of the cost of capital ◆ Understand the difference between capital input and loan made by the investor ◆ Understand the channels and methods of financing such as leveraged leasing ◆ Understand the capital acquisition principles of the transport logistics industry ◆ Understand views of the banks or financing consultants on the transport logistics industry

	<p>6.2 Formulate financing strategy</p> <ul style="list-style-type: none"> ◆ Assess the credit condition of the company ◆ Assess the condition and stability of the company's income or profits ◆ Estimate the financing need of the company and time to use the capital ◆ Analyze the arrangements and proportion of short- and long-term financing ◆ Collect and analyze different financing methods and arrangements ◆ Work out different financing options such as the proportion of different financing methods ◆ Assess the advantages and disadvantages of different financing options ◆ Assess the risks and flexibility of different financing methods ◆ Compile reports to illustrate the recommended financing option
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze independently and impartially the financial or financing issues related to transport logistics in accordance with the financial and accounting information; (ii) Capable to communicate with finance and accounting departments of the company and formulate suitable financing plans; and (iii) Capable to compile reports to illustrate the formulation and implementation of the financing plan.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate air freight alliance strategy		
2. Code	LOAFOM601A		
3. Range	This unit of competency is applicable to airlines and express companies. Practitioners should be capable to formulate an air freight alliance strategy by considering various factors.		
4. Level	6		
5. Credit	9 (for reference only)		
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <div> <div>6.1 Relevant knowledge of air freight alliance</div> <div> <ul style="list-style-type: none"> ◆ Understand the concept and operation of air freight alliance ◆ Understand concept of synergy ◆ Understand the pros and cons of air freight alliance to participating companies ◆ Master the current situation and development of global air freight alliance ◆ Understand the modes to share market technology, manpower and resource ◆ Understand case studies of air freight alliance strategy ◆ Understand the effective logistics solutions and value-added services resulted from air freight alliance strategy ◆ Master the methodology and techniques adopted in games theory, operations analysis and financial analysis </div> </div> <div> <div>6.2 Formulate air freight alliance strategy</div> <div> <ul style="list-style-type: none"> ◆ Explore the possibility and conditions for organizing or joining an air freight alliance ◆ Analyze the strengths and weaknesses of the allies and the company ◆ Analyze the scale of the allies and various kinds of resources </div> </div>		

	<ul style="list-style-type: none"> ◆ Analyze the effect of economies & diseconomies of scale brought by the allies ◆ Analyze the threats and opportunities brought by the allies ◆ Assess the factors of synergy and identify business areas to which it can be applied ◆ Use games theory to analyze the number of allies and the influence of different combinations ◆ Analyze the competitiveness and the possibility of increasing the market share and cornering the market ◆ Analyze the alliance's influence on pricing, safety measures, corporate financing and resources arrangement, time control and service quality ◆ Assess whether to organize or join an alliance, the form of cooperation and alliance, etc. ◆ Set the purpose for organizing or joining an alliance and the form of joining ◆ Handle and balance the interests of the participants and stakeholders of the alliance ◆ Compile reports to illustrate the air freight alliance strategy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze thoroughly the possibility of organizing or joining an air freight alliance, and formulate strategy for organizing or joining an air freight alliance; and (ii) Capable to analyze thoroughly the air freight alliance strategy so as to make the right decision for the company.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Plan air freight and express network
2. Code	LOAFOM602A
3. Range	This unit of competency is applicable to air freight and express operators. Practitioners should be capable to make suitable planning for the development of transportation network to fit in with the operation and market development strategies of the company.
4. Level	6
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge of air freight and express network</p> <ul style="list-style-type: none"> ◆ Understand the functions and characteristics of hub and spoke, network ◆ Master the relationship between connection point and coverage ◆ Master the operational research method for network analysis ◆ Master the relationship between the coverage of time and space of regions ◆ Master different kinds and forms of flight route design, such as code-sharing flight, transshipment, connecting flight, etc. ◆ Understand the characteristics of direct flight, transshipment, connecting flight, etc. ◆ Understand the ways to enlarge the coverage of service, such as opening up markets, establishing branches, cooperating with local partners, forming alliance or setting up agencies ◆ Understand the meaning and principles of flight routing

	<p>6.2 Plan air freight and express network</p> <ul style="list-style-type: none"> ◆ Assess the possibility of establishing agencies, branches or partnership to enlarge the network coverage ◆ Analyze the costs, time and time limit, customs clearance and transit arrangements, warehousing, and cargo terminal service and equipment needed by various plans ◆ Assess the feasibility of all plans based on the cost effectiveness analysis ◆ Analyze sources of goods and customer information to assess whether the flight network can open up new markets , enhance service efficiency and cost effectiveness ◆ Analyze the cost effectiveness of different network development plans ◆ Compile reports to illustrate the planning of air freight and express network
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to plan the air freight and express network for the company and suggest cost-effective air freight and express network arrangements according to company's operation policy; (ii) Capable to assess different plans by using systematic analysis of cost effectiveness, etc.; and (iii) Capable to compile reports to illustrate the planning of air freight and express network.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Plan and design regional logistics solutions
2. Code	LOCUPD601A
3. Range	This unit of competency is applicable to sea freight, air freight and express companies operating logistics solutions. Practitioners should be capable to design regional logistics solutions for customers by utilizing the corporate resources and network.
4. Level	6
5. Credit	15 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of regional logistics operation</p> <ul style="list-style-type: none"> ◆ Understand the regional operation strategies of the company ◆ Understand the requirements on logistics, transportation, warehousing, customs and bonded operations imposed by different governments in the region ◆ Master the company's connection with regional partners, agents and operators ◆ Master the use of analytical tools, such as operational research, statistical method and cost-effectiveness analysis, and relevant computer software ◆ Master the calculations of time, space and cost within the region ◆ Understand the throughput and facilities of ports, terminals and airports in the region ◆ Understand the distribution of major cities in the region ◆ Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/ sales points in the region

		<ul style="list-style-type: none"> ◆ Understand the capability of comparable regional competitors and their scope of services ◆ Understand the design principles of regional network ◆ Understand the concepts of connection and “hub and spoke” between districts ◆ Understand the functions of regional logistics/distribution centres and their division of work and integration ◆ Master the principles of integration in multimodal transport, cargo handling and warehousing ◆ Understand inter-regional logistics modes, such as the network of air, sea, rail, river and highway transport and the costs incurred
6.2	Plan and design regional logistics solutions	<ul style="list-style-type: none"> ◆ Design regional logistics network and routes <ul style="list-style-type: none"> • Analyze the data of cargo volume (in average, maximum, and seasonal terms) of customers and the routing (departure place, transshipment point and destination) • Analyze the nature, weight, volume and value of goods • Analyze the distribution and distance of customers • Analyze the advantages and disadvantages of using the different modes of transport • Analyze the advantages and disadvantages of using regional distribution centres

	<ul style="list-style-type: none"> • Analyze the feasibility of using cross-docking mode and the advantages and disadvantages • Analyze whether to use centralized warehouses or separate warehouses • Design appropriate routings and frequency <ul style="list-style-type: none"> ◆ Analyze the feasibility of providing different value-added services ◆ Compile reports to illustrate the operation of logistics solutions and the main design concepts and principles ◆ Bring about synergy through coordination and integration of the resources in the company network and of cooperation from partners ◆ Design ways for information transfer and establish control points ◆ Design the best and most cost-effective transport mode, delivery network/routings and multimodal arrangements, etc. ◆ Design cost-effective ways of storage, transshipment and distribution ◆ Examine the services and capability of regional contractors/partners in different logistic stages and use the services of appropriate contractors/partners when designing logistics solutions ◆ Coordinate the cargo throughput in different regions to maximize utilization of resources according to the services and capability of regional contractors/partners
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	<ul style="list-style-type: none"> ◆ Plan the work flow and procedures for handling and transferring goods, documents and information ◆ Prepare implementation plans for logistics solutions ◆ Review logistics solutions
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Design and formulate cost-effective and pragmatic solutions for regional logistics according to the operation policy of the company and the needs of customers; (ii) Capable to compile reports to illustrate logistics solutions to the management or the sales department; and (iii) Capable to compile reports to illustrate the operation of logistics solutions to the management or operation departments.
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate logistics plans related to capital arrangements
2. Code	LOCUPD603A
3. Range	This unit of competency is applicable to sea freight, air freight and express companies. Practitioners should be capable to formulate logistics plans related to capital arrangements in accordance with customers' requirements.
4. Level	6
5. Credit	12 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of capital arrangements</p> <ul style="list-style-type: none"> ◆ Understand the capital acquisition needs of the customer ◆ Understand the pledging and financing purposes of cargoes ◆ Understand the relationship between bank loan and trading ◆ Master lending and financing tools in the market ◆ Understand the mortgage concept and the custodian service for mortgage cargo ◆ Understand the hire-purchase method for buying logistics assets such as ships and warehouses ◆ Understand the effects of the stock on corporate finance and cash turnover <p>6.2 Formulate logistics plans related to capital arrangements</p> <ul style="list-style-type: none"> ◆ Analyze the logistics needs of the customer ◆ Analyze the effects of the inventory arrangement on corporate finance

	<ul style="list-style-type: none"> ◆ Design a logistics plan for the customer so that the inventory arrangement of the customer is favourable to the customer's corporate finance and cash turnover ◆ Analyze financial needs (other than stock arrangement) of the customer ◆ Suggest methods such as leveraged leasing to meet the requirements of the goods owner ◆ Analyze the possibility of working with the bank or self-lending and self-financing ◆ Consider working with the bank to provide mortgage service or providing the service on its own ◆ Compile a report to illustrate the logistics plan to the customer
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to analyze the logistics, inventory and financial relationship and their effects on the customers; (ii) Capable to analyze the needs and financial conditions of and design suitable logistics plans for the customers; and (iii) Capable to compile reports to illustrate the logistics plans to the customers.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate risk management plans
2. Code	LOCUIL601A
3. Range	The unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to apply the risk management knowledge and techniques and, based on the thorough understanding of the transport procedure, to formulate risk management plans for different working procedures.
4. Level	6
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of risk management</p> <ul style="list-style-type: none"> ◆ Master the definitions of risk management, including: <ul style="list-style-type: none"> • Importance of risk management • Risk management theory: <ul style="list-style-type: none"> ▸ Avoid risks ▸ Prevent loss ▸ Minimize loss ▸ Transfer risks ▸ Retain risks ◆ Master contemporary risk management modes, including: <ul style="list-style-type: none"> • Current development of risk management • Way of handling crisis • Post-crisis risk management strategies ◆ Master the assessment of risks, including: <ul style="list-style-type: none"> • Importance of the degree of loss • Risk measurement

		<ul style="list-style-type: none"> ◆ Master the way to control risks, including: <ul style="list-style-type: none"> • Importance of risk control • Risk pre-assessment • Pre-incident risk control and post-incident financial compensation
6.2	Formulate risk management plans	<ul style="list-style-type: none"> ◆ Master various working procedures and characteristics of sea freight, air freight and express operations, and apply risk management knowledge and techniques to formulate risk management plans, including setting up risk management committee, formulating risk monitoring plans, analyzing risk management tools and reviewing the mechanism ◆ Analyze the cost of accident and benefits of safe operation ◆ Consider the advantages and disadvantages of different risk control plans ◆ Discuss with other departments on daily operational needs so as to formulate suitable and effective risk management plans ◆ Discuss with insurance intermediaries on daily operational needs so as to formulate suitable and effective risk transfer plans ◆ Consider thoroughly factors like occupational safety, health and environmental protection when formulating risk management plans

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to apply the knowledge of risk management to analyze rationally the operation of the sea freight, air freight and express industries, and to assess the influence of risks on operation of the company; and (ii) Capable to formulate effective risk management plans.
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate air freight-based strategies for fourth-party logistics (4PL)
2. Code	LOAFEL601A
3. Range	This unit of competency is applicable to air freight enterprises. Practitioners should be capable to provide a network linking the services of various business partners and customers, and formulate strategies to develop and upgrade the enterprise to provide 4PL services.
4. Level	6
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of 4PL</p> <ul style="list-style-type: none"> ◆ Master the concepts and functions of 4PL ◆ Master the needs of the trade, business partners and customers ◆ Master the development of information technology and e-commerce ◆ Master the development of electronic security in areas of information technology, network platforms and e-commerce ◆ Understand compatibility of software, mode of information flow, computerised forms and documents used by business partners, customers and potential customers ◆ Understand customers' liaison and activities with other sectors, organisations and government departments ◆ Understand the needs of the human resources, capital, systems and technologies for 4PL development

	<p>6.2 Formulate strategies for 4PL</p> <ul style="list-style-type: none"> ◆ Assess the feasibility of a 4PL network platform <ul style="list-style-type: none"> • The advantages and disadvantages of setting up a platform by an enterprise • The use of the platform as a competitive tool to retain and attract customers ◆ Formulate operational procedures for various kinds of services that support communication with partners in the industry and in other industries ◆ Assess the tendency of using 4PL by customers and their need for specific services ◆ Assess the impact of the 4PL network platform on the revenues of major air freight business, the expansion of market share and the cost effectiveness of market leadership ◆ Decide on the strategies and select feasible solutions ◆ Formulate implementation plans or schedules, organise working groups to seek for technical support ◆ Analyze the possibility of introducing participating partners ◆ Compile a proposal to explain strategies for 4PL development
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish a 4PL platform for the air freight enterprise that is feasible and fits in with the market development; provide appropriate services and linkage to maintain business partnership or provide meaningful value-added services; (ii) Capable to establish the 4PL platform as a useful tool for market competition and position the enterprise as a market leader; and (iii) Capable to compile a proposal to explain and analyze the feasibility of establishing a 4PL platform.
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Air Freight & Express)

Competency Level 7

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate strategy for global operation
2. Code	LOCUOM701A
3. Range	This unit of competency is applicable to companies of sea freight, air freight, express and relevant operators. Practitioners should be capable to analyze thoroughly all factors to formulate a strategy for global operation.
4. Level	7
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of formulating strategy for global operation</p> <ul style="list-style-type: none"> ◆ Understand operation strategy ◆ Understand cargo distribution patterns among different regions ◆ Understand the geopolitics and social culture in different regions ◆ Understand the global network of air freight, sea freight and land transport, wharf warehousing, distribution, IT infrastructure and manpower training ◆ Understand the types and values of production, trading and goods sources in different regions ◆ Master the connection of partners, agents and operators in different regions; ◆ Master the calculations of the delivery time and costs in major city airports, gateways and transshipment sites

		<ul style="list-style-type: none"> ◆ Understand the locations, connecting routes and methods of logistics service points, warehouses and production sites/ sales points in major ports, airports, gateways and transshipment sites in the region ◆ Understand the services provided by regional competitors and their market share ◆ Master the use of analytical tools such as statistical methods and operations research ◆ Understand the relationship between global logistics solutions and operation policy
6.2	Formulate global operation strategy	<ul style="list-style-type: none"> ◆ Collect data and information on external business environment ◆ Collect data and information on internal business environment ◆ Analyze data and information ◆ Analyze the company's strengths, weaknesses, opportunities and threats ◆ Analyze the direction of the short-, mid-, and long-term development of the company ◆ Understand governmental restrictions on operation, such as licensing, fees and environmental protection, in different regions ◆ Recommend different strategic operation directions ◆ Analyze and assess the advantages of different operation strategies and the resources thus required

	<ul style="list-style-type: none"> ◆ Formulate appropriate business management policy according to the company and market conditions ◆ Assess whether the existing services can cope with the business management policy ◆ Recommend new services or modify the existing ones to cope with the business management direction ◆ Examine the business direction of customers and make use of the operation strategy to meet their needs ◆ Make use of the global operation strategy to meet the needs of customers if the company has an regional or territorial operation strategy in place ◆ Recommend operation modes and strategy ◆ Compile reports to illustrate the global operation strategy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to analyze thoroughly the factors for formulating global operation strategies and corporate business policy, and recommend appropriate operation strategy; and</p> <p>(ii) Capable to compile reports to illustrate the global operation strategy.</p>
8. Remarks	

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Plan and design global logistics solutions
2. Code	LOCUPD701A
3. Range	This unit of competency is applicable to sea freight, air freight and express companies operating logistics solutions. Practitioners should be capable to design global logistics solutions for customers by utilizing the corporate resources and network
4. Level	7
5. Credit	15 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of global logistics solutions</p> <ul style="list-style-type: none"> ◆ Understand the global operation strategies of the company ◆ Understand the requirements on logistics, transportation, warehousing, customs and bonded operation imposed by different countries, etc. ◆ Master the company's connection with intercontinental and regional partners, agents and operators ◆ Master the use of analytical tools, such as operational research, statistical method and cost-benefit analysis, and relevant computer software ◆ Master the calculations of time, space and cost in relation to different regions ◆ Understand the throughput and facilities of ports, terminals and airports in the world ◆ Understand the distribution of major cities in the world ◆ Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/ sales points in the region

		<ul style="list-style-type: none"> ◆ Understand the capability of comparable global competitors and their scope of services ◆ Understand the design principles of global network ◆ Understand the concepts of connection and “hub and spoke” between regions ◆ Understand the functions of regional logistics/distribution centres and their division of work and integration ◆ Master the principles of integration in multimodal transport, cargo handling and warehousing ◆ Understand inter-regional logistics models, such as the network of air, sea, rail and highway transport and the costs incurred. ◆ Understand the nature and characteristics of international freight transport ◆ Understand the operation of free trade zones and bonded areas in the world ◆ Understand the standardized operation in logistics industry, such as packaging, documentation, electronic data exchange, internationalized information systems, customs, anti-terrorist measures, etc.
6.2	Plan and design global logistics solutions	<ul style="list-style-type: none"> ◆ Design global logistics network and routes <ul style="list-style-type: none"> • Analyze the data of cargo volume (in average, maximum, and seasonal terms) of customers and the routing (departure place, transshipment point and destination) • Analyze the nature, weight, volume and value of goods

	<ul style="list-style-type: none"> • Analyze the distribution and distance of customers • Analyze the advantages and disadvantages of using the different modes of transport • Analyze the advantages and disadvantages of using regional distribution centres • Analyze the feasibility of using cross-docking mode and the advantages and disadvantages • Analyze whether to use centralized warehouses or separate warehouses • Design appropriate routings and frequency • Calculate the delivery cost and time among sites of the global network ◆ Analyze the feasibility of providing different value-added services ◆ Compile reports to illustrate the operation of logistics solutions and the main design concepts and principles ◆ Bring about synergy through coordination and integration of the resources in the company network and of cooperation from partners ◆ Design ways for information transfer and establish control points ◆ Design the best and most cost-effective transport mode, delivery network/routings and multimodal arrangements, etc.
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	<ul style="list-style-type: none"> ◆ Design cost-effective ways of storage, transshipment and distribution ◆ Examine the services and capability of regional contractors/partners in different logistic stages and use the services of appropriate contractors/partners when designing logistics solutions ◆ Coordinate the cargo throughput in different regions to maximize utilization of resources according to the services and capability of regional contractors/partners ◆ Plan the work flow and procedures for handling and transferring goods, documents and information ◆ Prepare implementation plans for logistics solutions ◆ Review logistics solutions in the aspect of resources utilization in the inter-continental network
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Design and formulate cost-effective and pragmatic solutions for global logistics according to the operation policy of the company and the needs of customers; (ii) Capable to compile reports to illustrate logistics solutions to the management or the sales department; and (iii) Capable to compile reports to illustrate the operation of logistics solutions to the management or operation departments.
8. Remarks	

Generic Level Descriptors

Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
1	<ul style="list-style-type: none"> - Employ recall and demonstrate elementary comprehension in a narrow range of areas with dependency on ideas of others - Exercise basic skills - Receive and pass on information - Use, under supervision or prompting, basic tools and materials. - Apply learnt responses to solve problems - Operate in familiar, personal and/or everyday contexts - Take some account, with prompting, of identified consequences of actions. 	<ul style="list-style-type: none"> - Operate mainly in closely defined and highly structured contexts - Carry out processes that are repetitive and predictable - Undertake the performance of clearly defined tasks - Assume a strictly limited range of roles. 	<ul style="list-style-type: none"> - The ability to perform tasks of routine and repetitive nature given clear direction - Carry out directed activity under close supervision - Rely entirely on external monitoring of output and quality 	<ul style="list-style-type: none"> - Use very simple skills with assistance — for example: - Take some part in discussions about straightforward subjects - Read and identify the main points and ideas from documents about straightforward subjects - Produce and respond to a limited range of simple, written and oral communications, in familiar/routine contexts - Carry out a limited range of simple tasks to process data and access information - Use a limited range of very simple and familiar numerical and pictorial data - Carry out calculations, using whole numbers and simple decimals to given levels of accuracy.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
2	<ul style="list-style-type: none"> - Apply knowledge based on an underpinning comprehension in a selected number of areas - Make comparisons with some valuation and interpret available information - Apply basic tools and materials and use rehearsed stages for solving problems. - Operate in familiar, personal and/or everyday contexts - Take account the identified consequences of actions. 	<ul style="list-style-type: none"> - Choose from a range of procedures performed in a number of contexts, a few of which may be non-routine - Co-ordinate with others to achieve common goals. 	<ul style="list-style-type: none"> - The ability to perform a range of tasks in predictable and structured contexts - Undertake directed activity with a degree of autonomy - Achieve outcomes within time constraints - Accept defined responsibility for quantity and quality of output subject to external quality checking. 	<ul style="list-style-type: none"> - Use skills with some assistance—for example: - Take active part in discussions about identified subjects - Identify the main points and ideas from documents and reproduce them in other contexts - Produce and respond to a specified range of written and oral communications, in familiar/routine contexts - Carry out a defined range of tasks to process data and access information - Use a limited range of familiar numerical and graphical data in everyday contexts - Carry out calculations, using percentages and graphical data to given levels of accuracy.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
3	<ul style="list-style-type: none"> - Apply knowledge and skills in arrange of activities, demonstrating comprehension of relevant theories - Access, organize and evaluate information independently and make reasoned judgements in relation to a subject or discipline - Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable, problems - Make generalizations and predictions in familiar contexts. 	<ul style="list-style-type: none"> - Operate in a variety of familiar and some unfamiliar contexts, using a known range of technical or learning skills - Select from a considerable choice of predetermined procedures - Give presentations to an audience 	<ul style="list-style-type: none"> - The ability to perform tasks in a broad range of predictable and structured contexts which may also involve some non-routine activities requiring a degree of individual responsibility - Engage in self-directed activity with guidance/evaluation - Accept responsibility for quantity and quality of output - Accept well defined but limited responsibility for the quantity and quality of the output of others 	<ul style="list-style-type: none"> - Use a wide range of largely routine and well practiced skills — for example: - Produce and respond to detailed and complex written and oral communication in familiar contexts, and use a suitable structure and style when writing extended documents. - Select and use standard applications to obtain, process and combine information - Use a wide range of numerical and graphical data in routine contexts, which may have some non-routine elements.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
4	<ul style="list-style-type: none"> - Develop a rigorous approach to the acquisition of a broad knowledge base, with some specialist knowledge in selected areas - Present and evaluate information, using it to plan and develop investigative strategies - Deal with well defined issues within largely familiar contexts, but extend this to some unfamiliar problems - Employ a range of specialised skills and approaches to generate a range of responses. 	<ul style="list-style-type: none"> - Operate in a range of varied and specific contexts involving some creative and non-routine activities - Exercise appropriate judgement in planning, selecting or presenting information, methods or resources - Carry out routine lines of enquiry, development of investigation into professional level issues and problems. 	<ul style="list-style-type: none"> - The ability to perform skilled tasks requiring some discretion and judgement, and undertake a supervisory role - Undertake self-directed and a some directive activity - Operate within broad general guidelines or functions - Take responsibility for the nature and quantity of own outputs - Meet specified quality standards - Accept some responsibility for the quantity and quality of the output of others. 	<ul style="list-style-type: none"> - Use a wide range of routine skills and some advanced skills associated with the subject/discipline — for example: - Present using a range of techniques to engage the audience in both familiar and some new contexts - Read and synthesize extended information from subject documents; organize information coherently, convey complex ideas in well-structured form - Use a range of IT applications to support and enhance work - Plan approaches to obtaining and using information, choose appropriate methods and data to justify results & choices - Carry out multi-stage calculations.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
5	<ul style="list-style-type: none"> - Generate ideas through the analysis of abstract information and concepts - Command wide ranging, specialized technical, creative and/or conceptual skills - Identify and analyse both routine and abstract professional problems and issues, and formulate evidence-based responses - Analyse, reformat and evaluate a wide range of information - Critically analyse, evaluate and/or synthesize ideas, concepts, information and issues - Draw on a range of sources in making judgments. 	<ul style="list-style-type: none"> - Utilise diagnostic and creative skills in a range of technical, professional or management functions - Exercise appropriate judgement in planning, design, technical and/or supervisory functions related to products, services, operations or processes. 	<ul style="list-style-type: none"> - Perform tasks involving planning, design, and technical skills, and involving some management functions - Accept responsibility and accountability within broad parameters for determining and achieving personal and/or group outcomes - Work under the mentoring of senior qualified practitioners - Deal with ethical issues, seeking guidance of others where appropriate. 	<ul style="list-style-type: none"> - Use a range of routine skills and some advanced and specialized skills in support of established practices in a subject/discipline, for example: - Make formal and informal presentations on standard/mainstream topics in the subject/discipline to a range of audiences - Participate in group discussions about complex subjects; create opportunities for others to contribute - Use a range of IT applications to support and enhance work - Interpret, use and evaluate numerical and graphical data to achieve goals/targets.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
6	<ul style="list-style-type: none"> - Critically review, consolidate, and extend a systematic, coherent body of knowledge - Utilise highly specialised technical research or scholastic skills across an area of study - Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses - Critically review, consolidate and extend knowledge, skills practices and thinking in a subject/discipline - Deal with complex issues and make informed judgements in the absence of complete or consistent data/information. 	<ul style="list-style-type: none"> - Transfer and apply diagnostic and creative skills in a range of situations - Exercise appropriate judgement in complex planning, design, technical and/or management functions related to products, services operations or processes, including resourcing and evaluation - Conduct research, and/or advanced technical or professional activity - Design and apply appropriate research methodologies. 	<ul style="list-style-type: none"> - Apply knowledge and skills in a broad range of professional work activities - Practice significant autonomy in determining and achieving personal and/or group outcomes - Accept accountability in related decision making including use of supervision - Demonstrate leadership and /or make an identifiable contribution to change and development. 	<ul style="list-style-type: none"> - Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues, specialists - Use a wide range of software to support and enhance work; identify refinements to existing software to increase effectiveness or specify new software - Undertake critical evaluations of a wide range of numerical and graphical data, and use calculations at various stages of the work.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
7	<ul style="list-style-type: none"> - Demonstrate and work with a critical overview of a subject or discipline, including an evaluative understanding of principal theories and concepts, and of its broad relationships with other disciplines - Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information - Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information - Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships. 	<ul style="list-style-type: none"> - Demonstrate command of research and methodological issues and engage in critical dialogue - Develop creative and original responses to problems and issues in the context of new circumstances. 	<ul style="list-style-type: none"> - Apply knowledge and skills in a broad range of complex and professional work activities, including new and unforeseen circumstances - Demonstrate leadership and originality in tackling and solving problems - Accept accountability in related decision making - High degree of autonomy, with full responsibility for own work, and significant responsibility for others - Deal with complex ethical and professional issues. 	<ul style="list-style-type: none"> - Strategically use communication skills, adapting context and purpose to a range of audiences - Communicate at the standard of published academic work and/or critical dialogue - Monitor, review and reflect on own work and skill development, and change and adapt in the light of new demands - Use a range of software and specify software requirements to enhance work, anticipating future requirements - Critically evaluate numerical and graphical data, and employ such data extensively.

Coding Criteria

	Major Functional areas	Codes
(i)	Operation Management	OM
(ii)	Planning and Design of Logistics Solutions	PD
(iii)	Sales & Marketing and Customer Services	SM
(iv)	Cargo Transport and Handling	CT
(v)	Cargo Safety and Security	SS
(vi)	Import/Export Documentation	IE
(vii)	Insurance and Legal Matters	IL
(viii)	E-Logistics	EL
(ix)	Occupational Safety & Health	SH
(x)	Quality Management	QM
Common competency		
(i) Denotes the unit of competency applicable to both “air freight and express” and “shipping” sectors, e.g. : LOCUCN101A 、LOCUOM101A		CU
(ii) Denotes the unit of competency applicable to more than one functional area, e.g. LOAFCN101A		CN

