資歷架構
Qualifications Framework

Logistics Industry

Air Freight and Express

Specification of Competency Standards

Version 2

January 2021

This Specification of Competency Standards is developed under the direction of the Logistics Industry Training Advisory Committee with support from the Qualifications Framework Secretariat. The copyright belongs to the Government of the Hong Kong Special Administrative Region.

Table of Contents

		Page
Chapter 1	**Preface**	
	Background of the Industry	1-1
	Political Factors	1-4
	Economic Factors	1-6
	Social Factors	1-8
	Technological Factors	1-9
	Specification of Competency Standards	1-11
Chapter 2	**Hong Kong Qualifications Framework**	2-1
Chapter 3	**Major Functional Areas**	
	Major Functional Areas of the Logistics Industry (Air Freight and Express)	3-1
	Progression Pathway	3-5
	Competency Standard / Unit of Competency	3-6
	Recognition of Prior Learning	3-7
	Number of units of competency of each QF level	3-7
Chapter 4	**Progression Pathways and Related Competencies**	
	Progression Pathway of “Operations Management”	4-2
	Progression Pathway of “Planning and Design of Logistics Solutions”	4-13
	Progression Pathway of “Sales, Marketing and Customer Services”	4-18
	Progression Pathway of “Cargo Transport and Handling”	4-27
	Progression Pathway of “Cargo Safety and Security”	4-35
	Progression Pathway of “Import/Export Documentation”	4-40
	Progression Pathway of “Insurance, Legal Matters and Compliance”	4-43
	Progression Pathway of “Smart Logistics”	4-47
	Progression Pathway of “Occupational Safety and Health”	4-52
	Progression Pathway of “Quality Management”	4-56

Chapter 5	**Content of Units of Competency**	
	Overview of Competency Standards	5-2
	Common Units of Competency	5-24
	Units of Competency - Operations Management	5-41
	Units of Competency - Planning and Design of Logistics Solutions	5-156
	Units of Competency - Sales, Marketing and Customer Services	5-184
	Units of Competency - Cargo Transport and Handling	5-274
	Units of Competency - Cargo Safety and Security	5-367
	Units of Competency - Import/Export Documentation	5-394
	Units of Competency - Insurance, Legal Matters and Compliance	5-416
	Units of Competency - Smart Logistics	5-469
	Units of Competency - Occupational Safety and Health	5-518
	Units of Competency - Quality Management	5-555
Appendix I	Generic Level Descriptors	6-1
Appendix II	Coding Criteria	6-8

Chapter 1

Preface

1. In 2009, the Logistics Industry Training Advisory Committee (ITAC) formulated the "Specification of Competency Standards" (SCS) for "Air Freight and Express". With the continuous development and transformation of Hong Kong's air transport industry, the Logistics ITAC reviewed the first edition of the SCS in early 2017 and recommended updates and amendments to meet the actual development needs of the industry. HKU School of Professional and Continuing Education was appointed as the professional writer for this update at the end of 2017. The main tasks include reviewing the changes in various functional areas in the industry in recent years, analysing the new or changed main functions and their positions, and adding or revising existing competency units to meet the actual requirements of the main job positions. The second edition of "Air Freight and Express SCS" sets out the current and future development capability requirements and effectiveness standards of the air transport industry and provides clear directions for the entry of employees, the improvement of personal work capabilities, and training.

Background of the Industry

2. Since its development in the 1960s, the logistics industry has become one of the four major industries in Hong Kong. The added value of the trade and logistics industry accounts for more than 20% of the GDP[1]. Among the nearly 740,000 employees in the trade and logistics industry, 180,000 are practitioners in the logistics industry which contributed to the economic and trade development of Hong Kong. Freight forwarders in Hong Kong's logistics industry thrived in the 1970s. After China's reform and opening up in 1978, Hong Kong's manufacturing companies began to move north to the Pearl River Delta region, making Hong Kong a hub for raw materials, parts procurement and finished products export as well as an essential global sourcing centre. In the 1990s, the logistics management model began to transform to catch up with the times with the rise of the Internet and e-commerce. The business model changed from freight forwarders to supply chain management through the provision of information technology, professional management, quality assurance, inspection, process processing, and standardised packaging and connecting manufacturers and buyers from all over the world, driving the development of industry and trade in Hong Kong. Under the continuous influence of the SARS outbreak and the subsequent financial tsunami, Hong Kong's economy was in depression and the development of the logistics

[1] Census and Statistics Department，「Table 189：Value Added and employment in respect of the Four Key Industries」，2017，(last review date: 2019.08.06）

industry stagnated. Subsequently, China and Hong Kong implemented the "Mainland and Hong Kong Closer Economic and Trade Relations Arrangement" (CEPA), which bringing new opportunities to Hong Kong and strengthen the economic and trade ties between Hong Kong, Macau and Mainland China and reducing market barriers and government controls. To further enhance Hong Kong's competitiveness as an international logistics hub, the Government has introduced relevant policies and projects, for example, the Hong Kong-Zhuhai-Macau Bridge was opened to traffic in October 2018 and the construction of the Three-runway of the HKIA has been officially expanded, and expected to be completed in 2024. Moreover, Hong Kong has also benefited from China's "One Belt, One Road" and "Greater Bay Area" strategies to connect the Mainland and the global market and facilitate the flow of people, goods, capital and information between the two places.

3. With the increasing importance of air freight to Hong Kong's trading, the cargo facilities at Kai Tak Airport are no longer sufficient to cope with the rapidly increasing volume of international trade. In 1991, the Government launched the Airport Core Project and selected Chek Lap Kok to build a new airport. It was officially opened in 1998 and can operate 24 hours a day. In the beginning, Hong Kong International Airport (HKIA) has two air cargo terminals, handling approximately 3 million metric tons of cargo each year. Nowadays, HKIA has five air cargo terminals with the largest scale, handling about 7 million metric tons each year. HKIA has franchised most aviation logistics activities to specific service providers. Each franchise is tendered strictly within the guidelines of the Independent Commission Against Corruption and awarded on a build-operate-transfer basis"[2]. HKIA works in partnership with the franchisees, regularly reviewing their performance and comparing them with accepted international and industry standards. It also has a freight forwarding centre with facilities including warehouses, loading and unloading platforms, truck parking lots, and offices to support the air cargo terminal. HKIA provides reliable and safe air cargo services and is also one of the most important aviation centres connecting mainland China. Hong Kong Airport provides reliable and safe air cargo services and is also one of the most important aviation centres connecting mainland China. The airport currently has 43 cargo parking bays. The customs clearance process is clear and fast. The integrated electronic data connection system is used to connect with eight major cargo operators and the Hong Kong Customs system to complete the customs clearance procedures before the

[2] Hong Kong International Airport，"Infrastructure and Facilities」，2019，https://www.hongkongairport.com/tc/the-airport/air-cargo/infrastructure-facilities.page (Last review date: 2019.08.22)

goods arrive and speed up the customs clearance procedures. According to the World Bank's 2018 logistics performance indicators, Hong Kong's score reached 3.92, ranking 12th among 160 regions and third in Asia. It has also been awarded the Air Cargo World's aviation award for ten consecutive years since 2006. Freight Excellence Award[3].

4. HKIA is the world's busiest cargo hub and one of the most advanced airports. It connects 220 destinations around the world, including more than 50 mainland cities and more than 100 airlines operate at the airport which providing nearly 1,100 scheduled passenger flights every day. HKIA has been the world's busiest cargo airport for nine consecutive years. The total cargo volume of the airport has also continued to increase, from 4.03 million metric tons in 2012 to 5.1 million metric tons in 2018, an increase of more than 25%. [4]As of 2018, 38.4% of Hong Kong's total exports and 44.7% of imports were handled by air. In 1980, the proportions of the two were 26% and 19%, respectively. [5]Hong Kong's customs clearance procedures are simple and efficient, and the HKIA operates 24 hours a day, so it is very convenient to ship products to mainland China via Hong Kong air freight. On the other hand, the number of establishments in the air freight industry increased from 120 in 2013 to 153 in 2017, an increase of nearly 30%; and the number of employees increased from 41,117 in 2013 to 46,161 in 2017, an increase of more than 10% during four years[6]. According to the Census and Statistics Department, the value-added of the air freight industry was approximately HK$61.3 billion in 2017, the ration was more than 41% of the total value-added, which is much higher than that of other logistics sectors. There is no doubt that air freight industry has a great contribution to the logistics industry[7].

5. The growth of electronic products such as mobile phones has been the most significant among the products using air freight services. Lithium batteries used in mobile phones, laptop computers, and digital cameras are one of the dangerous goods transported by air. The International Civil Aviation Organisation (ICAO) has strict regulations and requirements for handling or transporting dangerous goods by air. In recent years, there have been more and more accidents caused by

[3]Hong Kong Trade Development Council, "Logistics Industry in Hong Kong", 2019, https://hkmb.hktdc.com/tc/1X0018WG ，(Last review date: 2019.08.16)

[4] Same as 3

[5] Same as 3

[6] Census and Statistics Department, "Table 92: Selected Statistics for All Establishments in the Transportation, Storage and Courier Services Section", https://www.censtatd.gov.hk/hkstat/sub/sp340_tc.jsp?tableID=092&ID=0&productType=8 (last review date: 2019.08.16)

[7] Same as 6

lithium batteries. The interviewees all agreed that companies pay more attention to its employees when handling dangerous goods. According to the 2016 Manpower Survey Report of the Transportation and Logistics Training Committee of the Vocational Training Council, the interviewed logistics companies expressed that the first two most popular training areas were cargo safety and security, customer service, and emergency management.

6. Even though Hong Kong's air cargo industry has great potential for development, it is evitable to face many challenges like the global economic uncertainty and the continuous expansion of airports in neighboring regions. The following paragraphs will analyse the current development situation of the air freight and express industry in terms of political, economic, social and technological factors, to discuss the industry's prospects and future development directions in order to maintain competitive advantage.

Political Factors

7. The capacity of the HKIA has gradually become saturated while the demand for air traffic in the region has continued to grow. To cope with Hong Kong's long-term and huge air traffic demand and maintain Hong Kong's status as an important national and regional aviation hub, the Airport Authority has initiated the construction of the expansion of the HKIA's the Three-runway. The project is not only the construction of a 3,800-meter-long the Three-runway and taxiway system, but also to build a new runway passenger corridor and apron, a new passenger rapid transit system and baggage handling system, the expansion of the No. 2 passenger terminal building, road network improvement works, and provision of additional traffic facilities in the new public area. The project is expected to take eight years and will be completed in 2024. It is expected that the Three-runway system will be able to handle an additional 30 million passengers per year. By 2030, it will handle approximately 100 million passengers and 900 metric tons of annual cargo to meet Hong Kong’s long-term air traffic needs.[8]

8. With a strong emphasis on the development of the air cargo industry, the Government has repeatedly proposed policies that will help the industry develop and implement large-scale logistics and transportation infrastructure to consolidate Hong Kong's leading position as international aviation and shipping centre as well as a regional logistics hub. In recent years, the

[8] The Three-runway system： https://www.threerunwaysystem.com/tc (Last review date: 2019.08.06）

Government has officially launched relevant policies and projects. For example, the Hong Kong-Zhuhai-Macao Bridge is the first large-scale cross-sea transportation project jointly constructed by Guangdong, Hong Kong, and Macau. It is a super-large cross-border infrastructure connecting Hong Kong, Zhuhai, and Macau and officially opened to traffic on October 24, 2018. The bridge aims to improve the transportation links between the three places and shorten the travel distance. As the road travel time has been reduced, the number of daily trips between truck drivers and the three places has doubled. Freight from the western Pearl River Delta can make good use of the Hong Kong airport and container terminals in the future, bringing more business opportunities to the logistics industry in Hong Kong. As of December 2018, more than 8,900 cross-border trucks and container trucks have used the Hong Kong-Zhuhai-Macao Bridge[9]. Mr Chan Mobo, the Financial Secretary, attended the 2019 Qianhai Cooperation Forum in Shenzhen, he said: "Thanks to the opening of the Hong Kong-Zhuhai-Macao Bridge, HKIA will become a "dual gateway" to the world and the Greater Bay Area. To maximise the synergy between the Hong Kong-Zhuhai-Macao Bridge and the HKIA and facilitate the three places' citizens and passengers, we will vigorously promote multimodal transport connection facilities. "[10]

9. According to the analysis of the Hong Kong Trade Development Council, the development of the Greater Bay Area is conducive to the comprehensive integration of the regional transportation network, including air cargo, land transportation, and warehousing services. Not only Hong Kong, the air cargo logistics in the adjacent four mainland airports has rapid grow. Nowadays, the industry can work closely together to seize the opportunity to establish a strategic cooperation platform for air transportation. In response to the "Guangdong-Hong Kong-Macao Greater Bay Area Development Plan Outline," the Transport and Housing Bureau and the Civil Aviation Administration of China agreed to expand the existing air service arrangements between the Mainland and Hong Kong allowing all types of land transport between Hong Kong and the Pearl River Delta region, including railways, passenger cars, tourist buses, the ocean carriers, share code names with the airlines designated by both parties in February 2019. The new code-sharing arrangement is expected to provide more convenient services for tourists and business travelers

[9] Same as 3

[10] Hong Kong Government News，"Opening Speech of Mr Chan Mo-bo Paul attending the Qianhai Cooperation Forum in Shenzhen", https://www.news.gov.hk/chi/2019/08/20190802/20190802_111240_825.html (last review date: 2019.08.22)

from the Greater Bay Area to Hong Kong by different sea or land transportation and further enhance Hong Kong's status as a transportation hub.[11]

10. The Government has launched the Phase 1 of "Trade Single Window" service at the end of December 2018. The first phase would cover import and export trade documents required by five types of individual goods and provide a one-stop electronic platform to facilitate the industry to submit relevant trade documents to the Government. The Government also plans to gradually expand the service to cover about 13 types of trade documents as early as the first half of 2019. This measurement will improve the efficiency of cargo clearance, reduce time and cost, and enable the submission of information[12].

Economic Factors

11. The global e-commerce development is booming, driving cross-border logistics and delivery, and bringing new opportunities to the aviation and express industries. According to the Census and Statistics Department in 2018, about 2.2 million people aged 15 and above had used online shopping services for personal affairs in the 12 months, 36% of the population aged 15 and or above in Hong Kong. The corresponding figures obtained from similar statistics conducted in 2016 were 1.7 million and 28%, respectively, and the related statistics obtained from the 2014 statistics were 1.42 million and 23% respectively[13]. Besides, PayPal published the "2018 Hong Kong Cross-border Consumer Survey" at the end of 2018. It is estimated that by 2020, the total consumption of Hong Kong's online shopping market is expected to reach HK$55.4 billion. The survey found that 3.9 million Hong Kong consumers spent HK$30.7 billion on online shopping last year, of which 75% had purchased products or services from overseas merchants. China, Japan, and the United States are the most important markets for Hong Kong consumers' cross-border shopping. [14]According to the Airports Council International (Airports Council International), the total cargo handling volume at global airports increased by 8% in 2017, while international cargo volume increased by 10%. The increase was mainly driven by e-commerce. In order to promote the

[11] Same as 3

[12] HKSAR Press Release, "Government launches Phase 1 of Trade Single Window", https://www.info.gov.hk/gia/general/201812/28/P2018122800252.htm （Last review date: 2019.08.06）

[13] Census and Statistic Department, Thematic Household Survey, 2019: https://www.statistics.gov.hk/pub/B11302672019XXXXB0100.pdf (last review date: 2019.08.06)

[14] News from Wirepro, paypal e-commerce research, 2019 https://unwire.pro/2018/12/07/paypal-e-commerce-research/ecommerce/ （last review date: 2019.08.06）

development of high-value-added third party logistics, a high-end logistics centre will be built in the cargo area of HKIA. The logistics centre with the 6.5-meter high floor and floor load capacity is at least 350 pounds per square foot, etc.[15] It is expected to be completed in 2023. It will become the third-largest logistics warehouse in Hong Kong and play a key role in the global e-commerce business process and will further consolidate the leading position of HKIA in air transportation. At the same time, the Government is also actively studying the reconstruction of the airmail centre at the HKIA with introducing advanced equipment to improve its efficiency and capacity, and discussing cooperation with other postal authorities to more effectively use the airmail centre's transshipment power to promote cross-border logistics and commerce. However, online retail currently accounts for less than 10% of the total global retail sales. In other words, e-commerce still has huge room for growth and can become the growth engine of the air cargo industry in the future.

12. China has a great potential of developing cross-border e-commerce which brings tremendous business opportunities for express and small parcel mail air services. According to the China E-Commerce Research Centre, the number of online shoppers in Mainland China will double from 18 million in 2014 to 35.6 million in 2018.[16] The scale of online transactions will rise from RMB 150 billion in 2014 to 100 billion yuan in 2018. HKIA has a tremendous geographical advantage which located in the centre of Asia and close to the Pearl River Delta and the Greater Bay Area. Also, the Airport has the extensive aviation network and convenient 24-hour customs clearance services. With that, the new logistics centre will have a competitive advantage and help to grasp Opportunities created by cross-border e-commerce and related businesses.

13. The economic recession in Europe and the United States and the slowdown of the US economy have significantly pressured Asian countries that rely on exports. Together with the official start of the China-United States trade war, the logistics and transportation industry in Hong Kong has been further pressured. In July 2018, the Sino-US trade war officially began. The US government announced as scheduled an additional 25% import tariff on the first batch of US$34 billion worth of Chinese goods on the first list. This was the first shot of the Sino-US trade war. Hence, China also formally implemented measures to impose 25% import tariffs on US$34 billion of US products as retaliation for the trade disputes initiated by the United States. The Secretary for

[15] Hong Kong International Airport, Annual Report 2018/19, https://www.hongkongairport.com/tc/airport-authority/publications/annual-interim-reports/annual2018 （Last review date: 2019.08.22）

[16] Hong Kong Cross-Border E-Commerce Association, "Cross-border E-commerce urges to China Market", 2016，https://www.cbea.com.hk/?p=7887（Last Reviewed on 2019.08.06）

Transport and Housing, Mr Chen Fan, said that the ongoing China-United States trade war had dealt a heavy blow to the local shipping and logistics industry. In the first half of this year, port container throughput fell by 8.1% year-on-year, which is more than the 5.7% drop of last year. Regarding air cargo, excluding airmail cargo, the decline was 6.8% in the first half of this year, the first year-on-year decline since 2016. The "DHL Hong Kong Air Trade Leading Index" (DTI) fell for six consecutive quarters. The third quarter fell 6.2 points to 33.7 points from the previous quarter, reflecting that air operators are worried about the latest round of US trade tariffs. Under the influence of the Sino-US trade war, the business environment in Hong Kong has also become difficult. Small and medium-sized logistics enterprises are the first to bear the brunt and facing severe domestic and foreign difficulties.[17]

Social Factors

14. Following the "Outline of Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area." HKIA will strengthen its role as a training centre for aviation personnel. The Hong Kong Airport Authority established the Hong Kong International Aviation Academy in 2016. This is the first civil aviation college in Hong Kong with aims to support the long-term development of the local aviation industry and enhance Hong Kong's position as a regional aviation talent training centre. The Aviation Academy cooperates with local and overseas education organisations, vocational training colleges, industry, and other institutions to provide comprehensive aviation-related courses, including introductory courses such as aviation summer camps and training, employment programs and professional development courses for aviation practitioners. The continuous development of aviation talents can help the air transport industry inject new blood and avoid the situation of lack of human resources.

15. With the increasing consumers' demand for imported fresh and frozen foods (such as fruits and vegetables, seafood, stab, and dairy products), the market of cold chain logistics become more competitive. According to the 2018/19 annual report of HKIA, it became the world's first airport community recognised as the International Air Transport Association (IATA CEIV Fresh). The CEIV Fresh certification is to improve the delivery service level of fresh and live goods to ensure food safety and reduce food waste and loss in the supply chain. This certification covers two air cargo terminal operators and a Hong Kong-based airline company, which handles fresh and live air cargo under strict globally recognised standards. The IATA CEIV Fresh certification helps HKIA cope with the increasing demand for fresh and live cargo. Apart from obtaining the

[17] RTHK News: https://news.rthk.hk/rthk/ch/component/k2/1473499-20190808.htm?spTabChangeable=0 (Last review date: 2019.08.06）

certification for international transportation of fresh and live goods, HKIA became an approved partner airport for IATA CEIV Pharma certification as early as the beginning of 2018. It is one of the few airports in the world that has obtained this certification. It proves that the airport is ready to handle airborne drugs that require strict temperature control and has excellent capabilities to meet internationally recognised standards.[18]

Technological Factors

16. The rise of the Internet of Things (IoT) has brought many changes to traditional logistics service providers. Currently, most logistics service providers use mobile applications to track goods and interact with customers, especially in the air freight and express delivery industries. The emerging 5G technology can enable the new generation of IoT systems to operate effectively and take advantage of its low latency and high-speed transmission to provide the logistics industry with many new and more efficient solutions. The supply chain can also improve efficiency and accuracy through real-time data sharing and asset tracking functions. Mr. Zhang Yong, the Chief Executive Officer of Alibaba and Chairman of Cainiao Network, shared his vision of the logistics industry at the 4th Cainiao Global Smart Summit: "The development of new technologies in the future, especially the development of IoT, will not only bring existing logistics elements. The digitisation of China and the trend toward intelligence and intelligence will surely create a new generation of logistics elements." [19]There are IoT technology companies launched a visualisation platform for the cold chain logistics industry by using monitoring devices and cloud management to achieve real-time cargo temperature monitoring. Mr. Wen Zhensheng, the Chief Executive, said that the shipper only needs to put a monitoring device in the cargo container. The device will stimulate the core temperature of the product with an accuracy of 99% and will upload the real-time temperature to the cloud every five minutes on the platform. When the temperature changes abnormally, the system will send out an instant warning to prevent the trouble before it happens. With the growing demand for cold chain logistics, real-time temperature monitoring will definitely improve operational efficiency.[20]

[18] Hong Kong International Airport, HKIA Recognised as IATA CEIV Pharma Partner Airport, https://www.hongkongairport.com/en/media-centre/press-release/2018/pr_1280 (Last review date: 2019.09.12)

[19] FINET, "Zhang Yong, CEO of Alibaba Group: The future of logistics must be from digital to digital intelligence, https://www.finet.hk/newscenter/news_content/5cecc280bde0b33646b9c350 (Last review date: 2019.08.23)

[20] Hong Kong Trade Development Council, Trade Headlines, 2019, https://hkmb.hktdc.com/tc/1X0ABVLU (Last review date: 2019.08.26)

17. The development of e-commerce has brought unlimited business opportunities to the express delivery business. Making good use of innovative technology can not only improve service efficiency but also maintain competitiveness. In the past, recipients paid more attention to the delivery status of goods, especially online shopping. In view of this, express companies have launched real-time goods tracking service systems that arranging employees to keep in touch with recipients through the Internet, email, SMS, or mobile apps, and even provide online instant consultation service. The courier business is further towards electronicisation. Customers only need to use a smartphone or tablet to scan the waybill and even using the built-in address book function to enhance the customer service experience comprehensively. Although there are express delivery companies or convenience stores in the market that provide pickup services, the couriers often encounter difficulties contacting the recipients. Therefore, "Smart Lockers" that can provide 24-hour pickups came into being. After putting goods into the electronic locker in the shopping mall or the community, the courier informs the recipient of the locker's password by SMS. The recipient can pick up the goods by himself within the specified date, which significantly improves the delivery speed. "Smart lockers" are still a new attempt in Hong Kong. However, some express companies think are planning to increase the number of smart lockers and using this facility with the shipping service of mobile apps to improve efficiency and make it more convenient for customers. Mr. Ng Kong, the Chairman of the Hong Kong Express Industry Association, also pointed out that "Smart Locker" can help solve the delivery problem and it is foreseeable that the density of “Smart Locker” in Hong Kong in the future will be possibly to surpass convenience stores. It can be seen that the development of e-commerce has completely changed the management model of the entire supply chain. Logistics companies need to adjust talent requirements, company equipment and systems to improve efficiency and maintain its competitiveness.

18. Technology keeps changing every day, and it is always a challenge to catch up with the fast growing of technological innovation. The Hong Kong air transport industry handles more than 5 million metric tons of cargo each year. The innovation of digital technology will definitely help the industry improve its operational efficiency. The Hong Kong Air Cargo Terminal developed the "Cargo Intelligent Positioning System, " which officially in operation in 2018. This new intelligent system provides fully automated tracking and pick-up locations for handling bulk cargo. Upon the bulk cargo arrives at the cargo station, the shipment will be affixed with a reusable identification label, and the system will automatically take pictures to record and measure the weight of the shipment, and then upload the relevant data and images to the cargo station’s Cargo management system. The "Smart Forklift" specially modified to work with this system will

recognise the goods and transport them to the storage area. The "Smart Forklift" can obtain location information along the way from the indoor positioning system developed by the cargo station. The cargo station's accurate storage location will be automatically uploaded to the cargo record in the cargo management system for operation and analysis. The goods need to be assembled on the pallet before being uploaded to the aircraft. At that time, the forklift driver can obtain the shelf position of the goods through this system, and the system will also assist the driver in identifying the goods with photos. [21]The new system can eliminate the manual data entry and data error and facilitate the processing of picking up the goods and optimise the entire process and enhance efficiency.

19. The repetitive manual processes consume considerable time and human resources would delay the air transportation process. Many air freight companies are actively developing intelligent technologies such as artificial intelligence, autonomous driving, and robotics to improve its operation efficiency. The "Process Robot" is developed by the Hong Kong Air Cargo Terminal. It can automatically perform repetitive data processing tasks and execute the entire workflow with only input a set of data. DHL International Courier Co., Ltd. has also developed a new fully automated cart "EffiBOT", which can follow the picking staff to move in the warehouse and undertake most of the physical work, which improves work efficiency and reduce injury of staff. [22]Following the development and introduction of digital technology and artificial intelligence, and other technologies by several major industry organisations, traditional manual procedures are bound to be gradually replaced.

Specification of Competency Standards

20. In view of the current status of the industry and development trends, the ITAC Logistics industry has formulated the second edition of the "Air Freight and Express" Specification of Competency Standards (SCS), which can provide the industry with a complete training structure to enhance the competitiveness and service quality of the industry.

[21] HactI, "Smart Cargo Locating" wins HactI a Technovation award, http://www.hactl.com/zh-HK/Media-Centre/Press-Releases/2018/Smart-Cargo-Locating%E2%80%9D-wins-HactI-a-Technovation-aw.aspx#.XWOON0szaUk (Last review date: : 2019.08.23)

[22] DHL, "Insights & Innovation", https://www.logistics.dhl/hk-zh/home/insights-and-innovation/innovation/innovation-in-action.html (Last review date: 2019.08.23)

21. The SCS consists of competency standards for 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 the SCS are 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 trends of both the industry and society.

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

23. Taking into account the current situation and future development of the industry, the ITAC Logistics Industry, comprising representatives of employers, employees, the Government, and professional bodies of the industry, has prepared a second version of SCS for the Logistics Industry with reference to the standards and formats adopted on the Chinese mainland and overseas. It is hoped that the SCS will provide clear guidance for practitioners to devise their own learning and career road maps.

Chapter 2

Hong Kong Qualifications Framework

24. The Logistics ITAC 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 has in place an independent quality assurance (QA) system that would enhance recognition and acceptance of the qualifications in the industry, irrespective of the mode and source of learning.

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

26. The SCS may be used to aid vocational curriculum design by vocational education and training providers, or in-service employee development by HR personnel, or best practice recognition and qualifications by awarding bodies within the industry. SCS is the cornerstone to enhance workforce competitiveness and industry sustainability in the long run.

27. The QF aims to provide clear learning pathways for individuals to draw up their own roadmaps to obtain quality assured qualifications. Learners can 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 a vocational 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.

Qualifications Framework Levels

28. The QF has seven levels, from level 1 to level 7, where level 1 is the lowest and level 7 the highest. The outcome characteristic of each level is depicted by a set of generic level descriptors

(GLD) (Appendix 1). The GLD specifies for each QF level its generic complexity, demand and challenges in the four dimensions below:

a. Knowledge and intellectual skills;
b. Processes;
c. Autonomy and accountability; and
d. Communication, ICT and numeracy.

The UoCs (See Chapter 5) are benchmarked to the QF levels in accordance with the Generic Level Descriptors (GLD). It is worth to note that competency elements in a UoC may fall in some or all of the GLD dimensions as what it naturally should be. The QF level assignment is essentially a holistic judgement on the unit's integrated outcome requirement.

29. 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

Major Functional Areas

Major Functional Areas of "Air Freight and Express" in the Logistics Industry

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

(i) Operations Management (OM)

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 policies, development strategies, implementation plan, and mode of communication that can meet the organisational needs from higher perspectives such as organisational development, strategy formulation, management direction, overall safety, risk management etc. Apart from discharging daily monitoring duties, they should also conduct reviews on a regular basis so as to enhance the operational effectiveness of their organisations.

(ii) Planning and Design of Logistics Solutions (PD)

This functional area arises in response to the development trend of the logistics industry. As different trades of the industry co-operate in supply chain management for a more integrated operation, it gives rise to increasing opportunities for the planning and design of import logistics solutions and provision of 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 on the mainland China, especially southern China and the PRD region. They should take part in co-operating with business partners from different logistics areas to enhance the competitiveness of their organisations.

(iii) Sales, Marketing and Customer Services (SM)

The logistics industry is customer oriented. Service providers should understand customers' needs in order to provide services to their satisfaction. Organisations should employ different sales and marketing knowledge, methods, and techniques to deal with their existing and potential customers. Apart from having a fair understanding of their own trades with respect to their operations, services provided and operational procedures, practitioners should also possess certain knowledge about the markets and their customers in order to assist in expanding the markets, promoting products and services, and formulating strategies for competition. They should be able to communicate with and maintain a good relationship with their customers, to contact potential customers, and to manage and provide customer services.

(iv) Cargo Transport and Handling (CT)

Cargo transport and handling is the core business of the logistics industry. It mainly involves cargo delivery, midway storage, packaging, and distribution. Practitioners need to co-ordinate 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 (SS)

The functional area of cargo safety and security is unique to the logistics industry. In order to meet the ever-stricter requirements imposed by international conventions and the industry, the job functions of up-keeping cargo safety and security have become increasingly specialised, thus forming an independent functional area itself. This area involves the handling of transport and storage safety, security with respect to the nature of the cargo, and the impact of external interference on the cargo, human bodies, facilities, and logistics operations. It requires practitioners to have knowledge and skills relevant to the formulation, planning, co-ordination, and execution of measures and activities to prevent, avoid, and minimise the aforesaid risks.

(vi) Import/Export Documentation (IE)

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 their course of transaction. The skills required for cargo

delivery are listed in the functional area of Cargo Transport and Handling. For information and capital flows, though the traditional way of document circulation is still commonly used, electronic documentation has begun to take the lead. The functional area of import/export documentation involves understanding the functions, issuing systems, 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 etrade declaration service, tariffs, and trade practices of the Chinese mainland, as well as customs declaration and bonded warehousing.

(vii) Insurance, Legal Matters & Compliance (LC)

This functional area covers the use of risk assessment tools to assess the risks brought by daily operations, and the formulation of risk management and risk transfer strategies through the use 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 any 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 legislations, as well as international conventions, so as to formulate and implement all kinds of policies to ensure that daily operations meet relevant legal requirements.

(viii) Smart Logistics (EL)

The age of electronic and networked operation has come to the logistics industry, making smart logistics an independent functional area. Practitioners should strengthen their knowledge and skills accordingly to face the challenge. The functional area of smart 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 ecommerce, relevant maintenance etc.

(ix) Occupational Safety and Health (OSH)

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 (QM)

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 results of low cost and high quality. They should also be capable of analysing, 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 meets the requirements of customers and relevant standards.

31. Based on the GLD and the major functional areas, the Logistics ITAC has formulated a list of competency standards (Chapter 5) for Air Freight and Express in the logistics industry. This list provides details of the training requirements of the industry for functional areas at different competency levels. It is designed to provide clear and unified guidelines for drawing up individual learning road maps. 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 along a number of learning pathways to become multi-skilled (horizontal development).

Functional Map Showing the Major Functional Areas of the Logistics Industry

Progression Pathway

32. The progression pathway lists the principal job posts in each functional area in the industry with required competencies mapped. It provides advanced information on the career ladders to attract new entrants to the industry. In-service practitioners and learners can also equip themselves with reference to the progression pathways to master the competencies required by different job posts, and facilitate their planning for personal career development and continuous lifelong learning. Education and training institutions can refer to the relevant SCS to design training courses that best meet the needs of the industry, and further enhance the synergy between learning

and employment. Employers can also refer to the progression pathways for human resources planning and internal training, which is helpful for recruitment and human resources management.

33. The competency requirements mapped with each job post of the progression pathways in the Logistics Industry are categorised as "core" or "non-core" competencies, and displayed in the form of Unit of Competency (UoC). "Core" competency is a competency generally accepted by the industry as necessary for a job post. Practitioners fully met the "core" competency requirements are considered as having achieved the required competency standards of the specific job post. "Non-core" competencies are the competencies required by individual companies. Depending on the nature or scale of the company's business, practitioners engaged in the job post may not need to grasp the non-core competencies fully. Since most of the logistics companies in Hong Kong are small and medium-sized enterprises, and there are certain discrepancies among companies in the competency requirements of various job posts, the progression pathways of the Logistics Industry are for reference only. Please see details in Chapter 4 for the progression pathway under each functional area and the competency requirements mapped with the job posts.

Competency Standard / Unit of Competency

34. 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. The Logistics ITAC has set out the competency standards for various job functions in the form of UoCs, which describe the performance and standard required for each competency. Please refer to Chapter 5 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

35. 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.

36. The Logistics ITAC has consulted members of the industry to develop an appropriate RPL mechanism and related RPL qualifications for the logistics industry. For details, please visit the website at https://www.hkqf.gov.hk/logistics.

Number of units of competency of each QF level

QF Level	Number of UoCs
7	3
6	9
5	93
4	75
3	45
2	77
1	8
Total	310

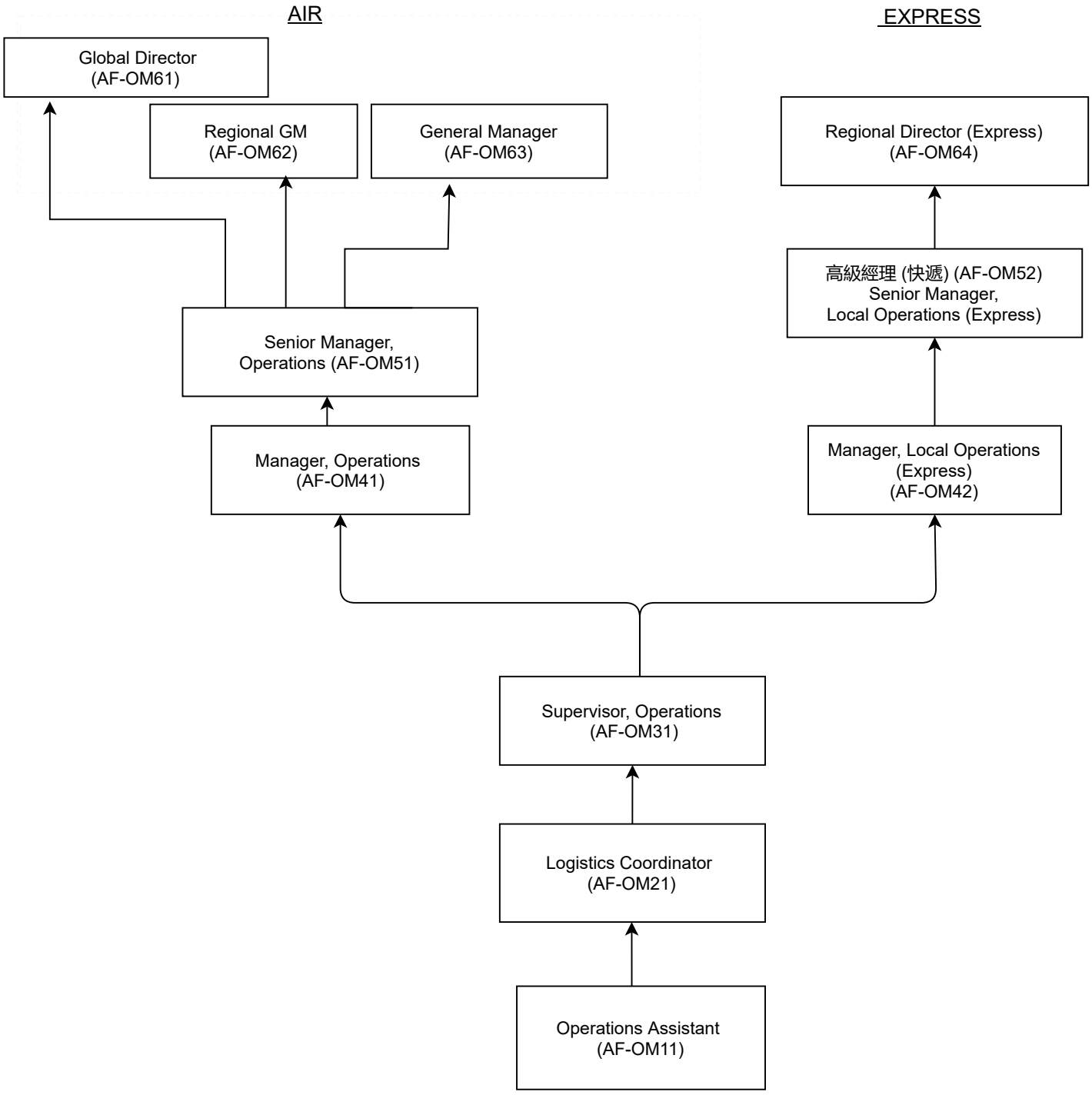
Chapter 4

Progression Pathways and Related Competencies for Air Freight and Express

Progression Pathway for the Logistics Industry

(Airfreight and Express)

Operations Management (OM)



Operations Management

<table>
<tr><td>Position</td><td>Global Director (AF-OM61)</td></tr>
<tr><td>Duties</td><td>

Implement operation strategy to improve company performance to achieve business goals
Responsible for the overall operation for global strategy development
Design and implement annual operation plans, medium and long-term development plans

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate global operations strategies</td><td>LOCUOM701B</td><td>9</td></tr>
<tr><td>Formulate air freight alliance strategy</td><td>LOAFOM601B</td><td>9</td></tr>
<tr><td>Formulate revenue management for air freight</td><td>LOCUOM521B</td><td>9</td></tr>
<tr><td>Formulate strategies for charter flight</td><td>LOAFOM506B</td><td>6</td></tr>
<tr><td>Formulate air freight charging strategy and standard</td><td>LOAFOM507B</td><td>9</td></tr>
<tr><td>Formulate air freight operation strategy</td><td>LOAFOM509B</td><td>9</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Plan air freight and express network</td><td>LOAFOM602B</td><td>9</td></tr>
<tr><td>Formulate air freight workflow management standard</td><td>LOAFOM508B</td><td>9</td></tr>
<tr><td>Formulate air freight standard contract terms</td><td>LOAFOM510B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>75</td></tr>
</table>
</td></tr>
</table>

Position	**Regional General Manager (AF-OM62)**
Duties	• Implement operation strategy to improve company performance to achieve business goals • Responsible for the overall operation for regional strategy development • Design and implement annual operation plans, medium and long-term development plans

Core Competency	Code	Credit
Formulate regional operation strategies	LOCUOM502B	9
Plan air freight and express network	LOAFOM602B	9
Formulate revenue management for air freight	LOCUOM521B	9
Formulate air freight charging strategy and standard	LOAFOM507B	9
Formulate air freight workflow management standard	LOAFOM508B	9
Formulate air freight standard contract terms	LOAFOM510B	6

Non-core Competency	Code	Credit
Formulate air freight alliance strategy	LOAFOM601B	9
Formulate strategies for charter flight	LOAFOM506B	6
Formulate air freight operation strategy	LOAFOM509B	9
	Total Credits	75

Position	**General Manager (AF-OM63)**
Duties	• Implement operation strategy to improve company performance to achieve business goals • Responsible for the overall operation for strategy development • Design and implement annual operation plans, medium and long-term development plans

Core Competency	Code	Credit
Formulate local operation strategies	LOCUOM501B	9
Formulate revenue management for air freight	LOCUOM521B	9
Formulate air freight charging strategy and standard	LOAFOM507B	9
Formulate air freight operation strategy	LOAFOM509B	9
Formulate air freight workflow management standard	LOAFOM508B	9
Formulate air freight standard contract terms	LOAFOM510B	6
Capital and financial management	LOCUOM519B	9
Forecast future cargo volume and handling capacity	LOAFOM503B	9

Non-core Competency	Code	Credit
Formulate air freight alliance strategy	LOAFOM601B	9
Plan air freight and express network	LOAFOM602B	9
Formulate strategies for charter flight	LOAFOM506B	6
Release industry-related information and business reports	LOCUOM517B	3
	Total Credits	96

Position	**Senior Manager, Operations (AF-OM51)**
Duties	• Implement operation strategies to improve company performance to achieve business goals • Responsible for the overall operation for strategy development • Design and implement annual operation plans, medium and long-term development plans • Evaluate market trends • Negotiate with Sub-contractors and airlines

Core Competency	Code	Credit
Plan project management operation	LOCUOM505B	9
Plan a tender	LOCUOM506B	6
Formulate tendering strategy	LOCUOM507B	6
Assess the tenders from potential contractors	LOCUOM508B	6
Capital and financial management	LOCUOM519B	9
Formulate crisis management strategy	LOCUOM514B	9
Formulate contingency procedures on emergency	LOCUOM516B	9
Formulate air cargo space management standard	LOAFOM504B	9
Establish and maintain relationship with business partners	LOCUOM414B	6
Renew, terminate and conclude a contract with contractor/supplier	LOCUOM416B	6

Non-core Competency	Code	Credit
Establish logistics mechanical equipment management system	LOCUOM510B	9
Formulate strategy to bargain with business partners	LOCUOM512B	6
Formulate customer relationship management strategy	LOCUOM515B	6
Determine the air freight routing and flight schedule	LOAFOM502B	9
Forecast future cargo volume and handling capacity	LOAFOM503B	9
	Total Credits	114

Position	**Manager, Operations (AF-OM41)**
Duties	• Design and implement operational strategies to improve operation performance • Manage operational efficiency • Evaluate market trends • Cooperate with other departments to achieve company goals • Implement the company's system and guidelines • Evaluate whether the operation level, staff development and quality management level meet the company's key performance indicators (KPI)

Core Competency	Code	Credit
Design and prepare tenders	LOCUOM402B	6
Monitor the performance of contractors	LOCUOM401B	6
Monitor the performance of suppliers	LOCUOM407B	6
Apply simulation technique to test efficiency of operation	LOCUOM408B	6
Formulate standard operational procedures for internal logistics	LOCUOM518B	6
Implement financial analysis and cost control	LOCUOM411B	9
Coordinate the work of company departments, business partners and contractors	LOCUOM302B	6

Non-core Competency	Code	Credit
Prepare RFQ (Request For Quotation), RFP (Request For Proposal), Tender document	LOCUOM403B	6
Represent the company to perform obligations in trade associations and liaise with relevant organisations	LOCUOM404B	3
Settle labour disputes in a company	LOCUOM405B	6
Establish technical indicators for logistic machinery equipment	LOCUOM406B	6
Establish and maintain relationship with business partners	LOCUOM414B	6
	Total Credits	72

Position	**Supervisor, Operations (AF-OM31)**
Duties	• Ensure the smooth daily operation of the company • Maintain efficient aviation operations • Provide efficient service and document processing • Assign employees to handle different tasks • Provide improvement plan • Evaluate the service quality of Sub-contractors and airlines • Supervise employee performance

Core Competency	Code	Credit
Check and enhance transport efficiency	LOCUOM413B	6
Determine the suitable aircraft and goods for delivery	LOAFOM401B	9
Handle freight problems caused by delay or cancellation of flights	LOAFOM403B	6
Implement contingency procedures on emergency	LOCUOM410B	9
Obtain license for freight operation and make relevant administrative arrangement	LOCUCN204B	6

Non-core Competency	Code	Credit
Coordinate the work of company departments, business partners and contractors	LOCUOM302B	6
	Total Credits	42

Position	**Logistics Coordinator (AF-OM21)**
Duties	• Comply with key performance indicators (KPI) and standard operating procedures (SOP) • Provide efficient service and document processing • Coordinate all operations • Assist in planning the use of logistics resources • Coordinate with different customers and airlines to ensure smooth operation

Core Competency	Code	Credit
Apply multimodal transport concepts and knowledge	LOCUCN201B	3
Apply all kinds of freight information	LOCUOM201B	6
Prepare checklists for operational processes	LOCUOM202B	3
Understand and implement basic environmental protection plan	LOCUEP201B	3

Non-core Competency	Code	Credit
Apply basic statistics to logistics operation	LOCUCN202B	6
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	3
Obtain license for freight operation and make relevant administrative arrangement	LOCUCN204B	6
Total Credits		30

Position	**Operations Assistant (AF-OM11)**
Duties	• Comply with key performance indicators (KPI) and standard operating procedures (SOP) • Provide efficient service and document processing • Comply with logistics resource utilisation plan • Perform all operations • Coordinate with different customers and airlines to ensure smooth operation

Core Competency	Code	Credit
Use air freight terms, codes and abbreviations	LOAFCN101B	3
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	3
Total Credits		6

<table>
<tr><td>Position</td><td>Regional Director (Express) (AF-OM64)</td></tr>
<tr><td>Duties</td><td>

Formulate and implement express delivery strategy to improve the company’s overall performance to achieve business goals
Responsible for the overall operation for regional strategy development
Design and implement annual operation plans, medium and long-term development plans

<table>
<tr><th>Core Competency</th><th>Code</th><th>Credit</th></tr>
<tr><td>Formulate regional courier and express operations strategies</td><td>LOAFOM516B</td><td>9</td></tr>
<tr><td>Formulate courier and express pricing level and strategy</td><td>LOAFOM515B</td><td>9</td></tr>
<tr><td>Formulate express standard contract terms</td><td>LOAFOM505B</td><td>6</td></tr>
<tr><td>Formulate air freight alliance strategy</td><td>LOAFOM601B</td><td>9</td></tr>
<tr><td>Formulate revenue management for air freight</td><td>LOCUOM521B</td><td>9</td></tr>
<tr><td>Formulate strategies for charter flight</td><td>LOAFOM506B</td><td>6</td></tr>
<tr><td>Renew, terminate and conclude a contract with contractor/supplier</td><td>LOCUOM416B</td><td>6</td></tr>
<tr><td>Formulate courier and express operations strategies</td><td>LOAFOM513B</td><td>5</td></tr>
<tr><td>Formulate courier and express cargo workflow and management standard</td><td>LOAFOM512B</td><td>9</td></tr>
</table>
<table>
<tr><th>Non-core Competency</th><th>Code</th><th>Credit</th></tr>
<tr><td>Formulate air freight operation strategy</td><td>LOAFOM509B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>77</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Position</th><td>Senior Manager, Local Operations (Express) (AF-OM52)</td></tr>
<tr><td>Duties</td><td>

Implement operation strategy to improve company performance to achieve business goals
Responsible for the overall operation for strategy development Design and implement annual operation plans, medium and long-term development plans

<table>
<tr><th>Core Competency</th><th>Code</th><th>Credit</th></tr>
<tr><td>Formulate district operations strategies of courier and express service</td><td>LOAFOM514B</td><td>9</td></tr>
<tr><td>Plan air freight and express network</td><td>LOAFOM602B</td><td>9</td></tr>
<tr><td>Formulate air freight work flow management standard</td><td>LOAFOM508B</td><td>9</td></tr>
<tr><td>Implement financial analysis and cost control</td><td>LOCUOM411B</td><td>9</td></tr>
<tr><td>Renew, terminate and conclude a contract with contractor/supplier</td><td>LOCUOM416B</td><td>6</td></tr>
</table>
<table>
<tr><th>Non-core Competency</th><th>Code</th><th>Credit</th></tr>
<tr><td>Formulate air freight charging strategy and standard</td><td>LOAFOM507B</td><td>9</td></tr>
<tr><td>Formulate revenue management for air freight</td><td>LOCUOM521B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>60</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Manager, Local Operations (Express) (AF-OM42)</td></tr>
<tr><td>Duties</td><td>

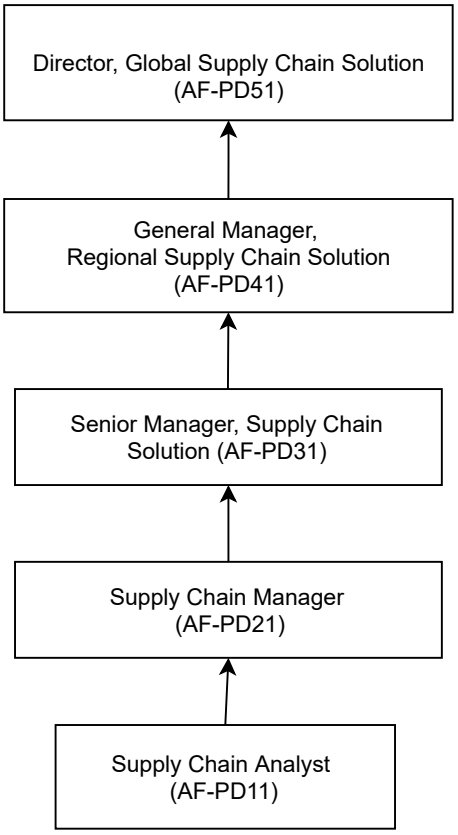
Design and implement operation strategy to improve operational performance
Manage operational efficiency
Evaluate market trends
Cooperate with other departments to achieve company goals
Implement the company's system and guidelines
Evaluate whether the operation level, staff development and quality management level meet the company's key performance indicators (KPI)

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Monitor the performance of contractors</td><td>LOCUOM401B</td><td>6</td></tr>
<tr><td>Design and prepare tenders</td><td>LOCUOM402B</td><td>6</td></tr>
<tr><td>Prepare RFQ (Request For Quotation), RFP (Request For Proposal), Tender document</td><td>LOCUOM403B</td><td>6</td></tr>
<tr><td>Settle labour disputes in a company</td><td>LOCUOM405B</td><td>6</td></tr>
<tr><td>Establish technical indicators for logistic machinery equipment</td><td>LOCUOM406B</td><td>6</td></tr>
<tr><td>Monitor the performance of suppliers</td><td>LOCUOM407B</td><td>6</td></tr>
<tr><td>Apply simulation technique to test efficiency of operation</td><td>LOCUOM408B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate standard operational procedures for internal logistics</td><td>LOCUOM518B</td><td>6</td></tr>
<tr><td>Implement financial analysis and cost control</td><td>LOCUOM411B</td><td>9</td></tr>
<tr><td>Establish and maintain relationship with business partners</td><td>LOCUOM414B</td><td>6</td></tr>
<tr><td>Represent the company to perform obligations in trade associations and liaise with relevant organisations</td><td>LOCUOM404B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>66</td></tr>
</table>
</td></tr>
</table>

Progression Pathway for the Logistics Industry

(Airfreight and Express)

Planning and Design of Logistics Solutions (PD)



Planning and Design of Logistics Solutions

<table>
<tr><td>Position</td><td>Director, Global Supply Chain Solution (AF-PD51)</td></tr>
<tr><td>Duties</td><td>
• Design global logistics solutions according to customers' requirements to achieve sales strategy and its business goals
• Generate ideas to increase sales and revenue through innovative solutions
• Formulate product and service trends, and provide suggestions for future business development
<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Plan and design global logistics solutions (logistics facilities)</td><td>LOCUPD701B</td><td>6</td></tr>
<tr><td>Plan and design global logistics solutions (market environment)</td><td>LOCUPD702B</td><td>6</td></tr>
<tr><td>Plan air freight and express network</td><td>LOAFOM602B</td><td>9</td></tr>
<tr><td>Formulate logistics plans related to capital arrangements</td><td>LOCUPD603B</td><td>12</td></tr>
<tr><td>Formulate revenue management for air freight</td><td>LOCUOM521B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>42</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>General Manager, Regional Supply Chain Solution (AF-PD41)</td></tr>
<tr><td>Duties</td><td>
• Design regional logistics solutions according to customers' requirements to achieve sales strategy and its business goals
• Generate ideas to increase sales and revenue through innovative solutions
• Formulate product and service trends, and provide suggestions for future business development
<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Plan and design regional logistics solutions (logistics facilities)</td><td>LOCUPD601B</td><td>6</td></tr>
<tr><td>Plan air freight and express network</td><td>LOAFOM602B</td><td>9</td></tr>
<tr><td>Formulate logistics plans related to capital arrangements</td><td>LOCUPD603B</td><td>12</td></tr>
<tr><td>Formulate revenue management for air freight</td><td>LOCUOM521B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>36</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Senior Manager, Supply Chain Solution (AF-PD31)</td></tr>
<tr><td>Duties</td><td>

Design logistics solutions according to customer’s requirements to achieve sales strategy and its business goals
Generate ideas to increase sales and revenue through innovative solutions
Formulate product and service trends, and provide suggestions for future business development

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Plan and design regional logistics solutions (logistics facilities)</td><td>LOCUPD601B</td><td>6</td></tr>
<tr><td>Plan air freight and express network</td><td>LOAFOM602B</td><td>9</td></tr>
<tr><td>Formulate logistics plans related to capital arrangements</td><td>LOCUPD603B</td><td>12</td></tr>
<tr><td>Formulate revenue management for air freight</td><td>LOCUOM521B</td><td>9</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Design logistics solutions for air freight route network</td><td>LOAFPD503B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>42</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Supply Chain Manager (AF-PD21)</td></tr>
<tr><td>Duties</td><td>

Design and develop supply chain solutions
Review and study proactively how to improve operational efficiency and expand the transportation network
Develop standard operating procedures (SOP) according to the customers' supply chain
Assist customers in managing and implementing new projects
Provide customers with implementation and transportation plans
Supervise the team and manage their performance
Identify training needs
Implement efficient operation methods

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Plan and design local logistics solutions</td><td>LOCUPD501B</td><td>9</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Design logistics solutions for air freight route network</td><td>LOAFPD503B</td><td>6</td></tr>
<tr><td>Design air freight logistics solutions by deploying air freight strategic alliance</td><td>LOAFPD504B</td><td>9</td></tr>
<tr><td>Design air freight logistics solutions by deploying virtual airport concepts</td><td>LOAFPD505B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>30</td></tr>
</table>
</td></tr>
</table>

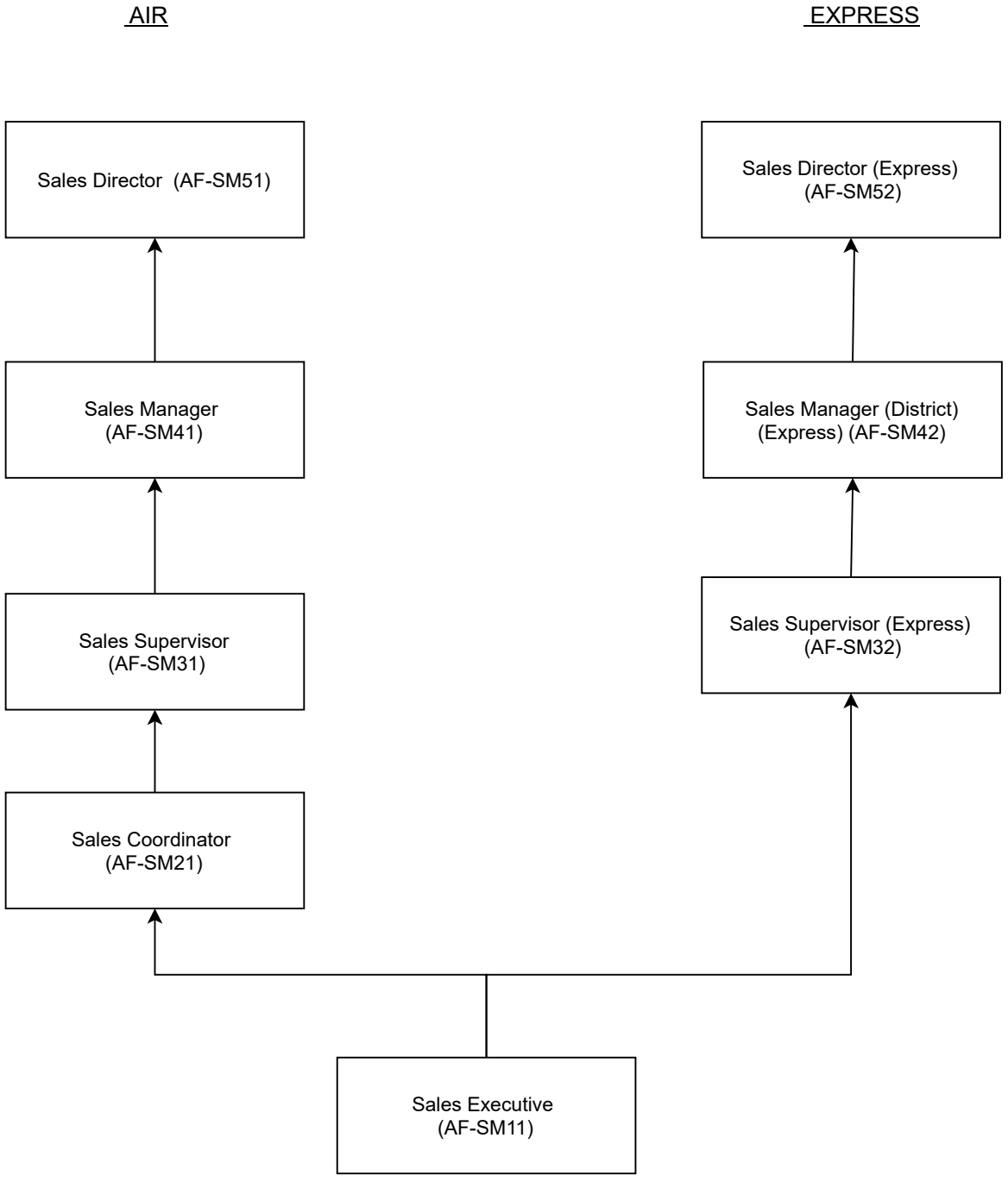
<table>
<tr><td>Position</td><td>Supply Chain Analyst (AF-PD11)</td></tr>
<tr><td>Duties</td><td>

Analyse the market structure of supply chain services
Compare the pros and cons of different service providers
Propose supply chain solutions to improve operational efficiency and expand transportation networks according to different import and export trade models
Establish key performance indicators (KPIs) for customers and monitor operational performance closely

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate logistics solutions for new air traffic rights</td><td>LOAFPD502B</td><td>6</td></tr>
<tr><td>Analyse market structure of air freight service</td><td>LOAFPD501B</td><td>9</td></tr>
<tr><td>Master the logistics needs of different import/export trading modes</td><td>LOCUPD401B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>24</td></tr>
</table>
</td></tr>
</table>

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Sales, Marketing and Customer Services (SM)



Sales, Marketing and Customer Services

<table>
<tr><td>Position</td><td>Sales Director (AF-SM51)</td></tr>
<tr><td>Duties</td><td>

Responsible for the development of overall sales strategy
Increase sales and revenue, lead the team and increase sales performance to achieve company goals
Lead the team to conceive and implement mid-term and long-term development goals
Provide suggestions on commodity trends and future development
Cooperate with other departments to meet the different needs of customers

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate strategy of air freight quotation</td><td>LOCUSM513B</td><td>6</td></tr>
<tr><td>Assess the demand for the services of the logistics industry and formulate sales budgets</td><td>LOCUSM501B</td><td>9</td></tr>
<tr><td>Plan business development strategies and explore new markets</td><td>LOCUSM503B</td><td>9</td></tr>
<tr><td>Formulate pricing strategy</td><td>LOCUSM504B</td><td>9</td></tr>
<tr><td>Formulate marketing strategy</td><td>LOCUSM505B</td><td>9</td></tr>
<tr><td>Analyse current market situation and trend of the logistics industry</td><td>LOCUSM405B</td><td>6</td></tr>
<tr><td>Conduct contract negotiation</td><td>LOCUSM506B</td><td>9</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate an overall strategy for participating in industry conferences in the logistics industry</td><td>LOCUSM401B</td><td>6</td></tr>
<tr><td>Formulate customer relationship strategy</td><td>LOCUSM408B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>69</td></tr>
</table>
</td></tr>
</table>

Position	**Sales Manager (AF-SM41)**
Duties	• Identify potential business • Collect data and establish relationships with current and future customers • Prepare sales data and reports • Explore sales opportunities and promote relevant sales activities • Enhance service quality to achieve sales targets • Manage and train the sales team • Handle customers' enquiries and complaints • Cooperate with other departments to meet the different needs of customers

Core Competency	Code	Credit
Implement the overall marketing plan	LOCUSM403B	6
Assess the overall marketing plan and performance indices	LOCUSM404B	6
Formulate customer relationship strategy	LOCUSM408B	6
Lead the sales teams	LOCUSM413B	6
Assess sales information of the industry	LOCUSM406B	6
Analyse customers' freight service needs	LOCUSM407B	6
Analyse customers business performance	LOCUSM411B	6
Calculate commission and concession	LOAFSM307B	6

Non-core Competency	Code	Credit
Handle co-loading market transactions with air freight forwarders	LOAFSM402B	6
Analyse current market situation and trend of the logistics industry	LOCUSM405B	6
Apply methods in marketing and promotion	LOCUSM409B	6
Apply internet for business promotion	LOCUSM410B	6
	Total Credits	72

Position	**Sales Supervisor (AF-SM31)**
Duties	• Establish relationships with current and future customers • Prepare sales data and reports • Handle customers' enquiries and complaints • Cooperate with other departments to meet the different needs of customers • Responsible for sales progress report/chart

Core Competency	Code	Credit
Handle air freight cargo space booking procedures	LOAFSM302B	6
Calculate contract air freight charges	LOCUSM302B	6
Present and explain proposals to customers	LOCUSM301B	6
Implement customer service management	LOCUSM309B	6
Prepare sales proposals	LOCUSM311B	6

Non-core Competency	Code	Credit
Handle enquiries on air freight rate	LOAFSM306B	3
Handle and review customer's opinions and complaints about service quality	LOCUSM312B	6
Use complicated English for business communication with customers	LOCUSM313B	6
Use complicated Putonghua for business communication with customers	LOCUSM314B	6
Calculate commission and concession	LOAFSM307B	6
	Total Credits	57

<table>
<tr><td>Position</td><td>Sales Coordinator (AF-SM21)</td></tr>
<tr><td>Duties</td><td>

Handling customers' enquiries and complaints
Cooperate with other departments to meet the different needs of customers
Prepare quotation and proposal
Maintain and update customer information regularly

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Calculate air freight rates</td><td>LOAFSM203B</td><td>6</td></tr>
<tr><td>Maintain, process and use customer information</td><td>LOCUSM201B</td><td>3</td></tr>
<tr><td>Receive customers</td><td>LOCUSM209B</td><td>6</td></tr>
<tr><td>Present and explain to customers the logistics services offered</td><td>LOCUSM210B</td><td>6</td></tr>
<tr><td>Update customers with latest company news</td><td>LOCUSM211B</td><td>3</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply multimodal transport concepts and knowledge</td><td>LOCUCN201B</td><td>3</td></tr>
<tr><td>Apply basic statistics to logistics operation</td><td>LOCUCN202B</td><td>6</td></tr>
<tr><td>Conduct calculation of logistics related weights and measures, currencies and time zones</td><td>LOCUCN203B</td><td>3</td></tr>
<tr><td>Apply communication skills for discussions related to logistics issues</td><td>LOCUSM203B</td><td>3</td></tr>
<tr><td>Apply communication skills for internal communication</td><td>LOCUSM204B</td><td>3</td></tr>
<tr><td>Use simple Putonghua for business communication with customers</td><td>LOCUSM214B</td><td>6</td></tr>
<tr><td>Use simple English for business communication with customers</td><td>LOCUSM215B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>54</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Sales Executive (AF-SM11)</td></tr>
<tr><td>Duties</td><td>

Establish relationships with current and future customers
Promote relevant sales activities
Enhance service quality so as to achieve sales standards
Handle customers’ enquiries and complaints
Cooperate with other departments to meet the different needs of customers

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Receive customers</td><td>LOCUSM209B</td><td>6</td></tr>
<tr><td>Present and explain to customers the logistics services offered</td><td>LOCUSM210B</td><td>6</td></tr>
<tr><td>Handle cargo tracking for customers</td><td>LOCUSM213B</td><td>3</td></tr>
<tr><td>Maintain customer relationship and handle complaints</td><td>LOCUSM212B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Use air freight terms, codes and abbreviations</td><td>LOAFCN101B</td><td>3</td></tr>
<tr><td>Know the label, marking, types and basic packaging requirements for air cargo</td><td>LOAFCN102B</td><td>3</td></tr>
<tr><td></td><td>Total Credits</td><td>27</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Sales Director (Express) (AF-SM52)</td></tr>
<tr><td>Duties</td><td>

Responsible for the development of overall express sales strategy
Increase sales and revenue, lead the team and increase sales performance to achieve company goals
Enhance sales quality
Lead the team to conceive and implement mid-term and long-term development goals
Provide suggestions on commodity trends and future development
Handle customers' enquiries and complaints
Cooperate with other departments to meet the different needs of customers

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate courier and express cargo pricing strategy</td><td>LOAFSM501B</td><td>9</td></tr>
<tr><td>Formulate marketing strategy of express market</td><td>LOAFSM502B</td><td>9</td></tr>
<tr><td>Formulate strategy of courier and express freight quotation</td><td>LOAFSM503B</td><td>6</td></tr>
<tr><td>Assess the demand for the services of the logistics industry and formulate sales budgets</td><td>LOCUSM501B</td><td>9</td></tr>
<tr><td>Plan business development strategies and explore new markets</td><td>LOCUSM503B</td><td>9</td></tr>
<tr><td>Formulate an overall strategy for participating in industry conferences in the logistics industry</td><td>LOCUSM401B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate customer relationship strategy</td><td>LOCUSM408B</td><td>6</td></tr>
<tr><td>Analyse current market situation and trend of the logistics industry</td><td>LOCUSM405B</td><td>6</td></tr>
<tr><td>Conduct contract negotiation</td><td>LOCUSM506B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>69</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Sales Manager (District) (Express) (AF-SM42)</td></tr>
<tr><td>Duties</td><td>

Collect district data and establish relationships with current and future customers
Prepare sales data and reports
Explore sales opportunities and promote relevant sales activities
Enhance service quality to achieve sales targets
Manage and train the sales team
Handle customers’ enquiries and complaints
Cooperate with other departments to meet the different needs of customers

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Execute district courier and express market promotion plan</td><td>LOAFSM403B</td><td>6</td></tr>
<tr><td>Handling of the co-loading courier and express service</td><td>LOAFSM404B</td><td>6</td></tr>
<tr><td>Lead the sales team</td><td>LOCUSM413B</td><td>6</td></tr>
<tr><td>Assess sales information of the industry</td><td>LOCUSM406B</td><td>6</td></tr>
<tr><td>Analyse customers’ freight service needs</td><td>LOCUSM407B</td><td>6</td></tr>
<tr><td>Formulate strategy of air freight quotation</td><td>LOCUSM513B</td><td>6</td></tr>
<tr><td>Implement strategy of courier and express freight charges quotation</td><td>LOAFSM405B</td><td>6</td></tr>
<tr><td>Assess the overall marketing plan and performance indices</td><td>LOCUSM404B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply methods in marketing and promotion</td><td>LOCUSM409B</td><td>6</td></tr>
<tr><td>Apply internet for business promotion</td><td>LOCUSM410B</td><td>6</td></tr>
<tr><td>Analyse customers business performance</td><td>LOCUSM411B</td><td>6</td></tr>
<tr><td>Conduct contract negotiation</td><td>LOCUSM506B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>75</td></tr>
</table>
</td></tr>
</table>

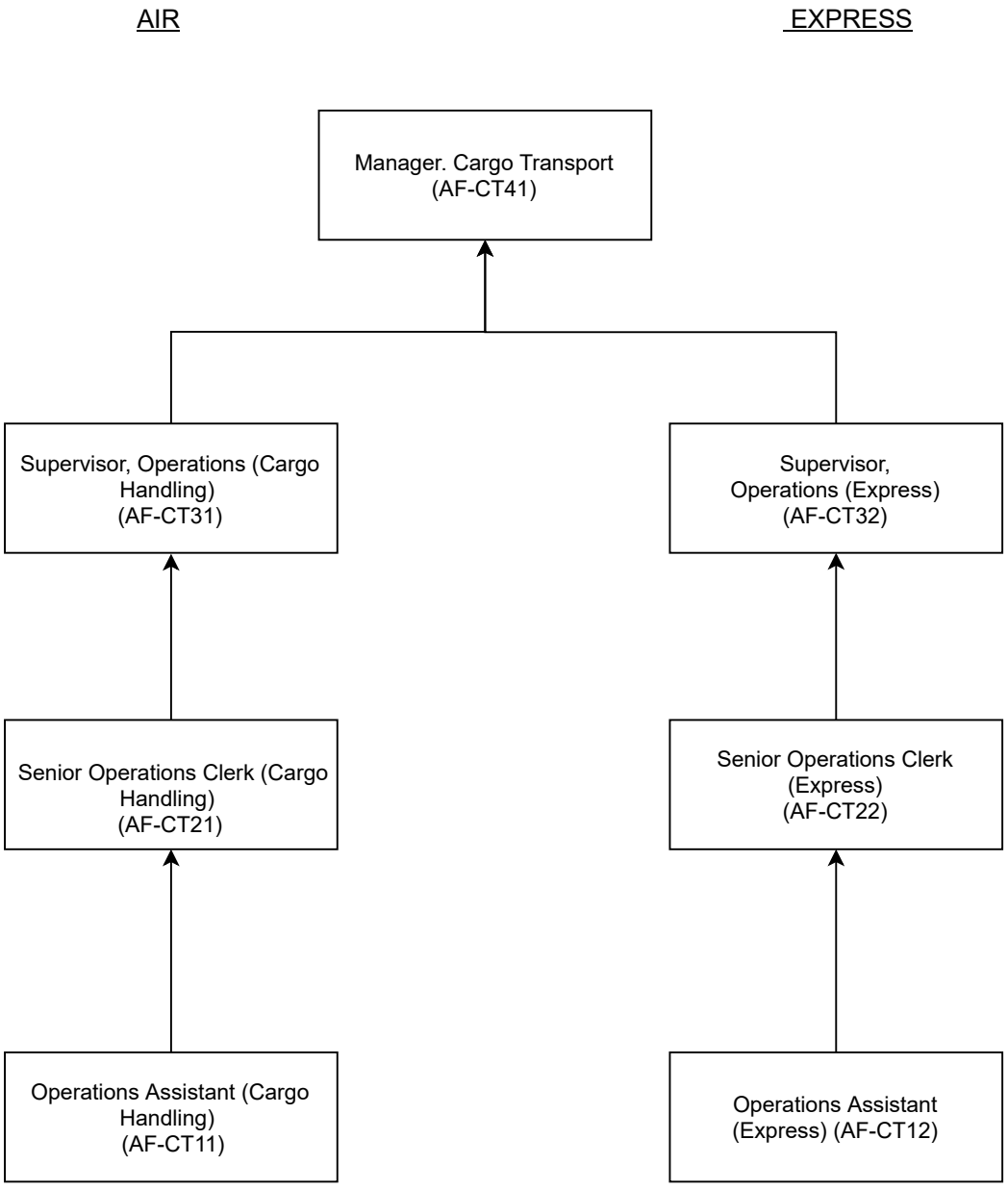
Position	**Sales Supervisors (Express) (AF-SM32)**
Duties	• Compile express fee schedule, time schedule and express reservation • Establish relationships with current and future customers • Prepare sales data and reports • Handle customers' enquiries and complaints • Cooperate with other departments to meet the different needs of customers • Responsible for formulating sales progress report/chart

Core Competency	Code	Credit
Prepare express package pick-up schedule	LOAFSM304B	6
Handle international express service booking	LOAFSM305B	3
Apply methods in marketing and promotion	LOCUSM409B	6
Present and explain proposals to customers	LOCUSM301B	6
Implement customer service management	LOCUSM309B	6
Prepare sales proposals	LOCUSM311B	6
Handle and review customer's opinions and complaints about service quality	LOCUSM312B	6

Non-core Competency	Code	Credit
Use complicated English for business communication with customers	LOCUSM313B	6
Use complicated Putonghua for business communication with customer	LOCUSM314B	6
Calculate commission and concession	LOAFSM307B	6
	Total Credits	57

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Cargo Transport and Handling (CT)



Cargo Transport and Handling

Position	**Manager, Cargo Transport (AF-CT41)**
Duties	• Handle daily cargo transportation process to ensure smooth and efficient operation • Manage and ensure the operations comply with key performance indicators (KPI) and standard operating procedures (SOP) • Handle customer' enquiries and complaints • Cooperate with other departments to achieve operational goals • Manage the performance of sub-contractors • Compile reports and provide training • Arrange the use of resources and budget allocation • Implement the overall cargo transportation strategy

Core Competency	Code	Credit
Manage freight transit	LOCUCT504B	6
Organise cargo operations	LOCUCT403B	3
Manage quarantine procedures	LOCUCT404B	6
Implement cargo operations regulations	LOCUCT406B	3
Coordinate point-to-point cargo transport connection	LOCUCT401B	6
Evaluate and calculate workload for cargo handling	LOCUCT402B	6
Coordinate air cargo loading/unloading	LOAFCT403B	6
Handle air freight discrepancies	LOAFCT404B	3
	Total Credits	39

Position	**Supervisor, Operations (Cargo Handling) (AF-CT31)**
Duties	• Ensure the smooth daily operation of the company • Maintain efficient aviation operations • Provide efficient service and document processing • Assign employees to handle different tasks • Provide improvement plan • Evaluate the service quality of sub-contractors and airlines • Monitor employees' performance

Core Competency	Code	Credit
Coordinate air cargo consolidation	LOAFCT301B	6
Plan air cargo consolidation	LOAFCT303B	6
Arrange documentations for cargo consolidation and coordinate air cargo consolidation	LOAFCT304B	6
Coordinate deployment of aircraft unit load device	LOAFCT305B	6
Record air freight incidents	LOAFCT306B	6
Deploy aircraft unit load device	LOAFCT307B	3
Deliver and receive DG (Dangerous Goods)	LOAFCT308B	6
Handle special air cargo	LOAFCT309B	6
Handle live animals transport and storage	LOAFCT310B	6
Handle dutiable air cargo	LOAFCT311B	3
Handle air freight cancellation procedures	LOAFCT312B	3
Verify the air cargo complies with air cargo acceptance requirements	LOAFCT313B	6
Handle unclaimed air cargo	LOAFCT314B	3
	Total Credits	66

Position	**Senior Operations Clerk (Cargo Handling) (AF-CT21)**

Duties

- Maintain efficient aviation operations
- Provide efficient service and document processing
- Provide improvement plan
- Evaluate the service quality of sub-contractors and airlines
- Provide quality customer service

Core Competency	Code	Credit
Prepare operational records and data	LOCUCT203B	3
Receive and deliver general air cargo	LOAFCT201B	3
Check aircraft unit load device	LOAFCT204B	3
Arrange for air cargo storage	LOAFCT211B	6
Check the package, quantity and appearance of air cargo	LOAFCT213B	3
Measure the weight and dimensions of air cargo	LOAFCT214B	3
Implement break bulk procedures for air cargo	LOAFCT215B	3
Implement cargo loading/unloading procedures	LOAFCT216B	6
Implement air cargo consolidation	LOAFCT217B	3
Implement procedures of receiving and delivering air cargo	LOAFCT218B	3
Arrange cargo to and from air cargo terminals	LOAFCT219B	3
Perform repair and maintenance of aircraft unit load device	LOAFCT220B	3
Sort air cargo	LOAFCT221B	3

Non-core Competency	Code	Credit
Apply multimodal transport concepts and knowledge	LOCUCN201B	3
Apply basic statistics to logistics operation	LOCUCN202B	6
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	3
Handle temporary imports	LOCUCT201B	3
Use general loading and lifting equipment in the logistics industry	LOCUCT202B	6
	Total Credits	66

<table>
<tr><td>Position</td><td>Operations Assistant (Cargo Handling) (AF-CT11)</td></tr>
<tr><td>Duties</td><td>

Maintain efficient aviation operations
Provide efficient service and document processing
Provide quality customer service

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Use air freight terms, codes and abbreviations</td><td>LOAFCN101B</td><td>3</td></tr>
<tr><td>Know the label, marking, types and basic packaging requirements for air cargo</td><td>LOAFCN102B</td><td>3</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Sort air cargo</td><td>LOAFCT221B</td><td>3</td></tr>
<tr><td></td><td>Total Credits</td><td>9</td></tr>
</table>
</td></tr>
</table>

Position	**Supervisor, Operations (Express) (AF-CT32)**
Duties	• Ensure the smooth daily operation of the company • Maintain efficient aviation operations • Provide efficient service and document processing • Assign employees to handle different tasks • Provide improvement plan • Evaluate the service quality of sub-contractors and airlines • Monitor employees' performance • Provide effective delivery according to quantity of goods • Plan regional distribution routes

Core Competency	Code	Credit
Handle courier and express transport document	LOAFIE203B	6
Check flight schedule of courier and express cargo	LOAFCT230B	3
Warehouse and Storage arrangement of courier and express cargo	LOAFCT231B	6
Coordinate air cargo consolidation	LOAFCT301B	6
Plan air cargo consolidation	LOAFCT303B	6
Arrange documentations for cargo consolidation and coordinate air cargo consolidation	LOAFCT304B	6
Coordinate deployment of aircraft unit load device	LOAFCT305B	6

Non-core Competency	Code	Credit
Record air freight incidents	LOAFCT306B	6
Deploy aircraft unit load device	LOAFCT307B	3
Deliver and receive DG (Dangerous Goods)	LOAFCT308B	6
Handle special air cargo	LOAFCT309B	6
Handle live animals transport and storage	LOAFCT310B	6
Handle dutiable air cargo	LOAFCT311B	3
Handle air freight cancellation procedures	LOAFCT312B	3
Verify the air cargo complies with air cargo acceptance requirements	LOAFCT313B	6
Handle unclaimed air cargo	LOAFCT314B	3
	Total Credits	81

<table>
<tr><td>Position</td><td>Senior Operations Clerk (Express) (AF-CT22)</td></tr>
<tr><td>Duties</td><td>

Maintain efficient aviation operations
Provide efficient service and document processing
Provide improvement plan
Evaluate the service quality of Sub-contractors and airlines
Provide quality customer service

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Integrate courier and express transportation</td><td>LOAFCT226B</td><td>3</td></tr>
<tr><td>Implement courier and express cargo collection and transportation procedure</td><td>LOAFCT232B</td><td>6</td></tr>
<tr><td>Categorisation of courier and express service</td><td>LOAFCT233B</td><td>3</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply multimodal transport concepts and knowledge</td><td>LOCUCN201B</td><td>3</td></tr>
<tr><td>Apply basic statistics to logistics operation</td><td>LOCUCN202B</td><td>6</td></tr>
<tr><td>Conduct calculation of logistics related weights and measures, currencies and time zones(</td><td>LOCUCN203B</td><td>3</td></tr>
<tr><td>Use general loading and lifting equipment in the logistics industry</td><td>LOCUCT202B</td><td>6</td></tr>
<tr><td>Prepare operational records and data</td><td>LOCUCT203B</td><td>3</td></tr>
<tr><td>Check aircraft unit load device</td><td>LOAFCT204B</td><td>3</td></tr>
<tr><td>Arrange for air cargo storage</td><td>LOAFCT211B</td><td>6</td></tr>
<tr><td>Check the package, quantity and appearance of air cargo</td><td>LOAFCT213B</td><td>3</td></tr>
<tr><td>Perform repair and maintenance of aircraft unit load device</td><td>LOAFCT220B</td><td>3</td></tr>
<tr><td></td><td>Total Credits</td><td>48</td></tr>
</table>
</td></tr>
</table>

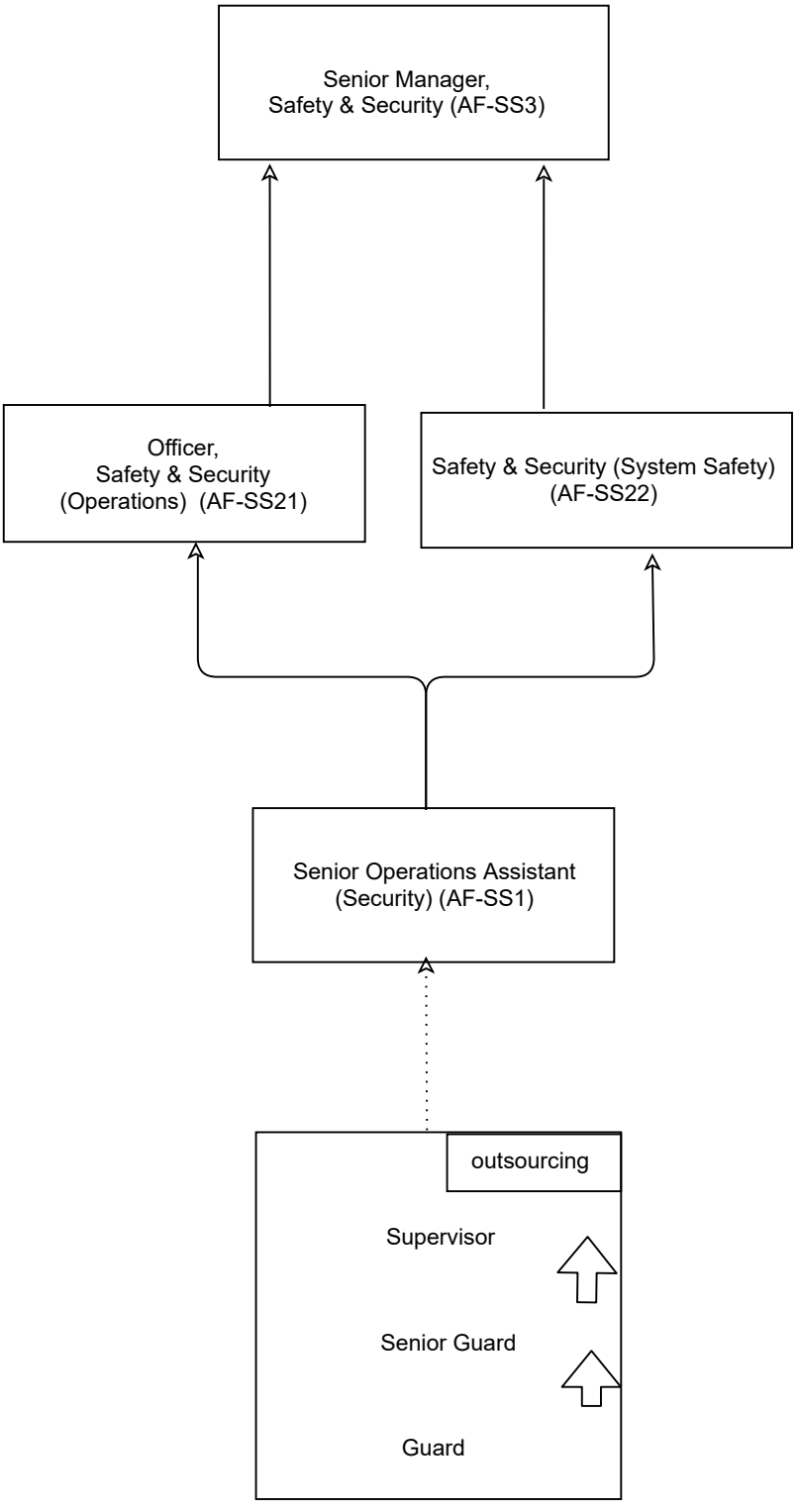
<table>
<tr><td>Position</td><td>Operations Assistant (Express) (AF-CT12)</td></tr>
<tr><td>Duties</td><td>

Provide efficient delivery services and document processing
Provide quality customer service

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Collect and deliver express items</td><td>LOAFCT110B</td><td>6</td></tr>
<tr><td>Measurement of courier and express cargo weight and dimensions</td><td>LOAFCT227B</td><td>3</td></tr>
<tr><td>Apply courier and express cargo concepts and knowledge</td><td>LOAFCT228B</td><td>3</td></tr>
<tr><td>Conduct calculation of courier and express related weights and measures, currencies and time zones</td><td>LOAFCT229B</td><td>3</td></tr>
<tr><td>Maintenance of handling courier and express cargo equipment</td><td>LOAFCT315B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Use air freight terms, codes and abbreviations</td><td>LOAFCN101B</td><td>3</td></tr>
<tr><td>Know the label, marking, types and basic packaging requirements for air cargo</td><td>LOAFCN102B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>27</td></tr>
</table>
</td></tr>
</table>

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Cargo Safety and Security (SS)



Cargo Safety and Security

<table>
<tr><td>Position</td><td>Senior Manager, Safety & Security (AF-SS3)</td></tr>
<tr><td>Duties</td><td>

Design, implement and improve the overall security and safety system
Implement safety and health policies in the workplace to ensure that relevant policies comply with regulations and contracts, as well as the company’s safety and environmental requirements
Understand the regulations of the International Air Transport Association (IATA) and the International Civil Aviation Organization (ICAO) regularly and ensure that the departments can properly implement their regulations
Provide training and conduct questionnaires to ensure that all employees comply with laws and regulations and no workplace and equipment violations

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate air freight security strategy</td><td>LOAFSS501B</td><td>9</td></tr>
<tr><td>Monitor security service standard</td><td>LOCUSS501B</td><td>9</td></tr>
<tr><td>Manage cargo security</td><td>LOCUSS601B</td><td>6</td></tr>
<tr><td>Formulate training schemes for handling DG (Dangerous Goods)</td><td>LOCUSS504B</td><td>6</td></tr>
<tr><td>Formulate air freight security standard</td><td>LOAFSS503B</td><td>6</td></tr>
<tr><td>Handle and report air freight incidents</td><td>LOAFSS402B</td><td>6</td></tr>
<tr><td>Implement air freight safety standard for DG (Dangerous Goods)</td><td>LOAFSS403B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>48</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Officer, Safety and Security (Operations) (AF-SS21)</td></tr>
<tr><td>Duties</td><td>

Implement safety and health policies in the workplace to ensure that relevant policies comply with regulations and contracts, as well as the company’s safety and environmental requirements
Perform safety and environmental management, and implement relevant activities in the workplace
Investigate the41 incidents and take follow-up actions
Manage frontline security and safety personnel
Responsible for explaining security and safety policies to frontline security and safety personnel
Reflect employees' opinions to supervisors

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Manage cargo security</td><td>LOCUSS601B</td><td>6</td></tr>
<tr><td>Implement air freight security control procedures</td><td>LOAFSS301B</td><td>6</td></tr>
<tr><td>Carry out monitoring system on the air cargo security procedures of consignors</td><td>LOAFSS302B</td><td>2</td></tr>
<tr><td>Implement air freight safety standard for DG (Dangerous Goods)</td><td>LOAFSS403B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Handle and report air freight incidents</td><td>LOAFSS402B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>26</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Officer, Safety and Security (System Safety) (AF-SS22)</td></tr>
<tr><td>Duties</td><td>

Assist the Safety and Security Manager to design, implement and improve the overall security and safety system
Check and update system safety and security regularly
Provide training and conduct questionnaires to ensure that all employees comply with laws and regulations and no workplace and equipment violations

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply security technology to help handle cargo transport security matters</td><td>LOCUSS301B</td><td>6</td></tr>
<tr><td>Implement air freight security control procedures</td><td>LOAFSS301B</td><td>6</td></tr>
<tr><td>Carry out monitoring system on the air cargo security procedures of consignors</td><td>LOAFSS302B</td><td>2</td></tr>
<tr><td>Implement air freight safety standard for DG (Dangerous Goods)</td><td>LOAFSS403B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Handle and report air freight incidents</td><td>LOAFSS402B</td><td>6</td></tr>
<tr><td></td><td>Total Credits</td><td>26</td></tr>
</table>
</td></tr>
</table>

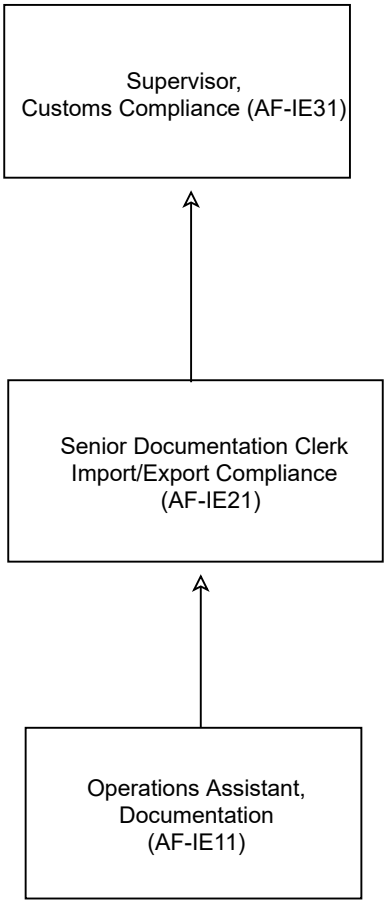
<table>
<tr><td>Position</td><td>Senior Operations Assistant (Security) (AF-SS1)</td></tr>
<tr><td>Duties</td><td>

Ensure the safety and health of the workplace comply with regulations and contracts, as well as the company’s safety and environmental requirements
Perform safety and environmental management, and implement relevant activities in the workplace
Assist in investigating the incidents and take follow-up actions

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Understand and distinguish DG (Dangerous Goods) and their characteristics</td><td>LOCUSS201B</td><td>6</td></tr>
<tr><td>Implement security inspection of air cargo with instruments</td><td>LOAFSS201B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply multimodal transport concepts and knowledge</td><td>LOCUCN201B</td><td>3</td></tr>
<tr><td>Apply basic statistics to logistics operation</td><td>LOCUCN202B</td><td>6</td></tr>
<tr><td>Conduct calculation of logistics related weights and measures, currencies and time zones</td><td>LOCUCN203B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>24</td></tr>
</table>
</td></tr>
</table>

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Import/Export Documentation
(IE)



Import/Export Documentation

<table>
<tr><td>Position</td><td>Supervisor, Customs Compliance (AF-IE31)</td></tr>
<tr><td>Duties</td><td>

Ensure the import and export documents of the goods meet with the requirements of relevant laws and regulations
Master the changes in customs regulations
Reply to the Customs’ inquiries
Carry out border customs clearance and check the classification made with the supervisor before completing the import declaration.

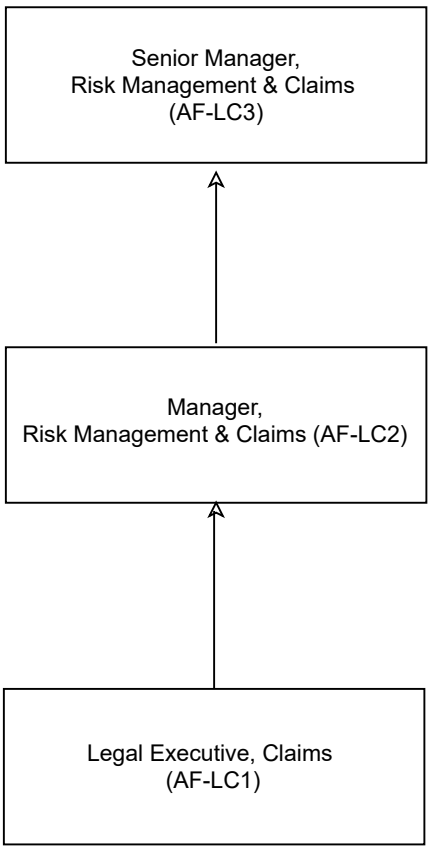
<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Handle procedures and documents for settlement of trading payment</td><td>LOCUIE201B</td><td>6</td></tr>
<tr><td>Verify required proofs and documents according to freight requirements</td><td>LOCUIE202B</td><td>6</td></tr>
<tr><td>Understand different trading modes and their requirements on import, export and re-export documents</td><td>LOCUIE301B</td><td>6</td></tr>
<tr><td>Implement boundary customs clearance</td><td>LOCUIE304B</td><td>3</td></tr>
<tr><td>Classify commodities for import/export and re-export</td><td>LOCUIE305B</td><td>3</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply multimodal transport concepts and knowledge</td><td>LOCUCN201B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>27</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Senior Documentation Clerk, Import/Export Compliance (AF-IE21)</td></tr>
<tr><td>Duties</td><td>• Handle import and export documents of various goods, such as dangerous goods, prohibited goods and dutiable goods
<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Handle customs clearance procedures</td><td>LOCUIE205B</td><td>6</td></tr>
<tr><td>Handle import/export or re-export documents</td><td>LOCUIE206B</td><td>3</td></tr>
<tr><td>Compile air waybill</td><td>LOAFIE202B</td><td>3</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply basic statistics to logistics operation</td><td>LOCUCN202B</td><td>6</td></tr>
<tr><td>Conduct calculation of logistics related weights and measures, currencies and time zones</td><td>LOCUCN203B</td><td>3</td></tr>
<tr><td>Handle the documents for DG (Dangerous Goods), prohibited goods and dutiable commodities</td><td>LOCUIE203B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>27</td></tr>
</table></td></tr>
</table>

<table>
<tr><td>Position</td><td>Operations Assistant, Documentation (AF-IE11)</td></tr>
<tr><td>Duties</td><td>• Handle import/export documents
<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Handle import/export or re-export documents</td><td>LOCUIE206B</td><td>3</td></tr>
<tr><td>Arrange for customs declaration</td><td>LOCUIE204B</td><td>3</td></tr>
<tr><td>Know the label, marking, types and basic packaging requirements for air cargo</td><td>LOAFCN102B</td><td>3</td></tr>
<tr><td>Use air freight terms, codes and abbreviations</td><td>LOAFCN101B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>12</td></tr>
</table></td></tr>
</table>

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Insurance, Legal Matters and Compliance (LC)



Insurance, Legal Matters & Compliance

<table>
<tr><td>Position</td><td>Senior Manager, Risk Management & Claims (AF-LC3)</td></tr>
<tr><td>Duties</td><td>

Develop and implement risk management procedures
Implement, update, backup and manage the security relevant projects
Provide suggestions on the revision of policies and implementation methods to achieve the goals and objectives of related risk management, and ensure that the revisions comply with laws and regulations
Ensure to report to different associations on time
Work closely with the execution team to deal with emergencies in a professional and appropriate manner

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate risk management plans</td><td>LOCULC601B</td><td>9</td></tr>
<tr><td>Perform risk assessment of the transport process and compile reports</td><td>LOCULC501B</td><td>9</td></tr>
<tr><td>Apply Alternate Dispute Resolution (ADR) to handle disputes</td><td>LOCULC510B</td><td>9</td></tr>
<tr><td>Use arbitration to handle disputes</td><td>LOCULC511B</td><td>9</td></tr>
<tr><td>Assess the total loss and calculate the claim amount</td><td>LOCULC502B</td><td>9</td></tr>
<tr><td>Apply knowledge of business laws to prepare contracts</td><td>LOCULC503B</td><td>9</td></tr>
<tr><td>Arrange for employee compensation insurance contract</td><td>LOCULC507B</td><td>6</td></tr>
<tr><td>Arrange for public liability insurance contract</td><td>LOCULC508B</td><td>6</td></tr>
<tr><td>Arrange for transport operator’s liability insurance contracts</td><td>LOCULC509B</td><td>9</td></tr>
<tr><td>Arrange for aviation insurance contracts</td><td>LOAFLC501B</td><td>6</td></tr>
<tr><td>Arrange for air cargo insurance contract</td><td>LOAFLC502B</td><td>9</td></tr>
<tr><td>Arrange for air cargo liabilities insurance contract</td><td>LOAFLC503B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>96</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Manager, Risk Management & Claims (AF-LC2)</td></tr>
<tr><td>Duties</td><td>

Manage the performance of logistics-related departments to ensure that their performance complies with risk management strategies, policies and procedures
Facilitate departments to strengthen compliance with regulations related to risk management
Familiar with the operational environment of the logistics industry including job requirements

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Implement risk management plans</td><td>LOCULC401B</td><td>6</td></tr>
<tr><td>Amend insurance terms</td><td>LOCULC413B</td><td>6</td></tr>
<tr><td>Compile claims report</td><td>LOCULC403B</td><td>6</td></tr>
<tr><td>Handle employee compensation claims</td><td>LOCULC414B</td><td>6</td></tr>
<tr><td>Handle public liability claims</td><td>LOCULC415B</td><td>6</td></tr>
<tr><td>Handle transport operator’s liability insurance claims</td><td>LOCULC407B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply environmental protection laws and international conventions relevant to the logistics industry</td><td>LOCULC408B</td><td>3</td></tr>
<tr><td>Apply occupational safety and health ordinances relevant to the logistics industry</td><td>LOCULC409B</td><td>6</td></tr>
<tr><td>Apply the Prevention of Bribery Ordinance</td><td>LOCULC410B</td><td>3</td></tr>
<tr><td>Understand intellectual property and avoid act of infringement</td><td>LOCULC411B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>51</td></tr>
</table>
</td></tr>
</table>

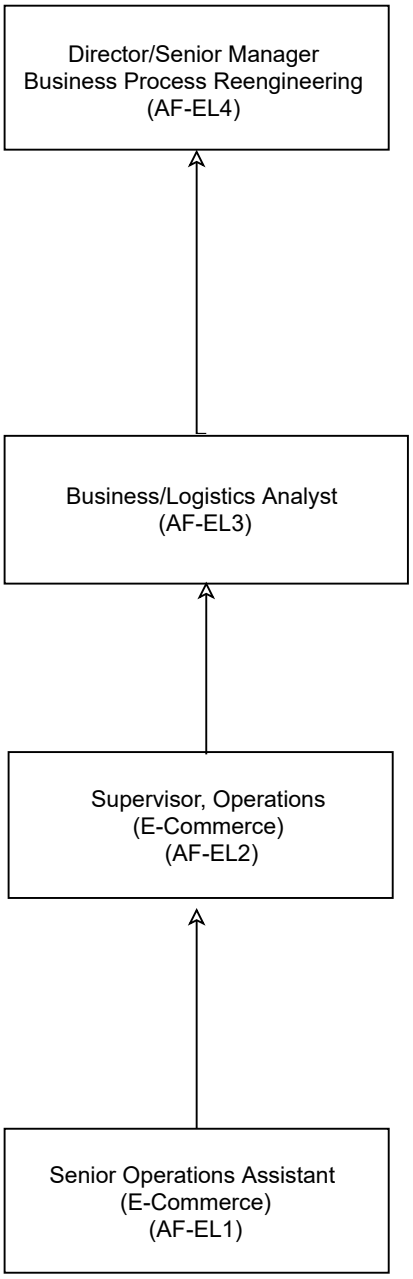
<table>
<tr><td>Position</td><td>Legal Executive, Claims (AF-LC1)</td></tr>
<tr><td>Duties</td><td>

Assist work related to regulations and take follow-up actions
Handle insurance claims and liability issues for damaged goods
Familiar with the operational environment of the logistics industry including job requirements

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply basic principles of insurance law to handle insurance matters</td><td>LOCULC416B</td><td>6</td></tr>
<tr><td>Handle claims for aircraft damage</td><td>LOAFLC401B</td><td>6</td></tr>
<tr><td>Handle claims for air cargo damage</td><td>LOAFLC402B</td><td>6</td></tr>
<tr><td>Handle claims for air cargo liability insurance</td><td>LOAFLC403B</td><td>6</td></tr>
<tr><td>Verify insurance certificates and policies or related documents</td><td>LOCULC301B</td><td>6</td></tr>
<tr><td></td><td></td><td></td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply labour legislations related to human resources management</td><td>LOCULC412B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>36</td></tr>
</table>
</td></tr>
</table>

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Smart Logistics (EL)



Smart Logistics

<table>
<tr><td>Position</td><td>Director / Senior Manager, Business Process Reengineering (AF-EL4)</td></tr>
<tr><td>Duties</td><td>

Develop corporate strategy online platforms, online shopping channels and e-commerce websites
Form cooperation websites with business partners through online platforms
Draw up key performance indicators (KPI) to match with the company's continuous development and business growth
Conduct data collection and suggest innovative methods to promote operational performance
Evaluate and enhance the performance of business partners

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate air freight-based strategies for fourth-party logistics (4PL)</td><td>LOAFEL601B</td><td>9</td></tr>
<tr><td>Formulate strategies for the application of electronic cargo identification technologies</td><td>LOCUEL501B</td><td>9</td></tr>
<tr><td>Establish air freight-based fourth-party logistics (4PL) network (Industrial development and demand)</td><td>LOAFEL501B</td><td>6</td></tr>
<tr><td>Establish air freight-based fourth-party logistics (4PL) network (Information technology)</td><td>LOAFEL502B</td><td>6</td></tr>
<tr><td>Establish air freight-based fourth-party logistics (4PL) network (Integrated the need of the industry and technology development)</td><td>LOAFEL503B</td><td>6</td></tr>
<tr><td>Evaluate the feasibility of the information flow of the air freight process</td><td>LOAFEL504B</td><td>6</td></tr>
<tr><td>Formulate informative control plan for air freight process</td><td>LOAFEL505B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>48</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Business / Logistics Analyst (AF-EL3)</td></tr>
<tr><td>Duties</td><td>

Maintain the daily operation of online platforms, other online sales channels and e-commerce websites
Manage the daily operations of online stores and business systems, such as content updates
Compile reports and carry out continuous development and improvement in accordance with key performance indicators (KPI)
Suggest strategic offers for different products and target groups
Conduct data collection and suggest innovative methods to promote operational performance
Evaluate and improve the performance of business partners

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Design e-commerce procedures for the logistics industry</td><td>LOCUEL401B</td><td>6</td></tr>
<tr><td>Design electronic document security system and procedures for the logistics industry</td><td>LOCUEL402B</td><td>6</td></tr>
<tr><td>Formulate logistics information system upgrading demand</td><td>LOCUEL403B</td><td>6</td></tr>
<tr><td>Formulate the electronic data flow for relevant parties of the logistics industry</td><td>LOCUEL504B</td><td>6</td></tr>
<tr><td>Design e-logistics website for the logistics industry</td><td>LOCUEL404B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>30</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Supervisor, Operations (E-Commerce) (AF-EL2)</td></tr>
<tr><td>Duties</td><td>

Manage online sales revenue
Cooperate with different departments to handle product purchase, pricing and promotion matters
Work with different teams to update the content of the online store and perform other related tasks in accordance with the company's digital strategic goals

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Conduct Electronic Data Interchange (EDI) in the industry and with customers</td><td>LOCUEL302B</td><td>6</td></tr>
<tr><td>Design computerised freight reports</td><td>LOCUEL303B</td><td>6</td></tr>
<tr><td>Implement e-commerce procedures for the logistics industry</td><td>LOCUEL304B</td><td>6</td></tr>
<tr><td>Apply air freight service web platform</td><td>LOAFEL301B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>24</td></tr>
</table>
</td></tr>
</table>

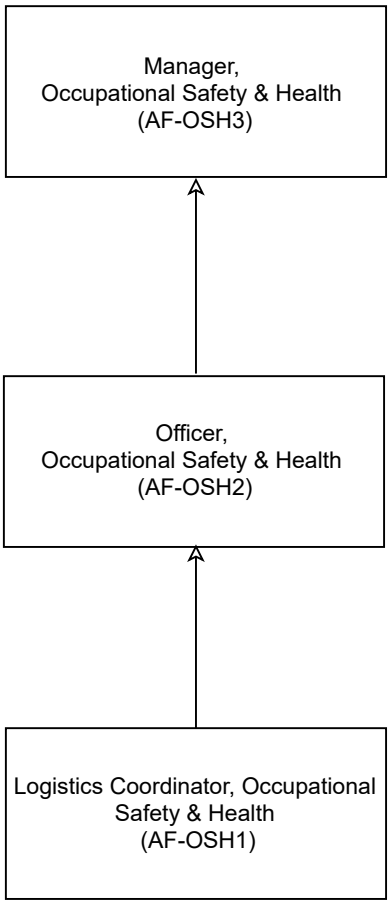
<table>
<tr><td>Position</td><td>Senior Operations Assistant (e-Commerce) (AF-EL1)</td></tr>
<tr><td>Duties</td><td>

Participate in the management of online sales revenue
Update the content of the online store and perform other related tasks in accordance with the company's e-commerce strategic goals

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Implement e-logistics website maintenance</td><td>LOCUEL201B</td><td>6</td></tr>
<tr><td>Handle electronic documents commonly used in the logistics industry</td><td>LOCUEL202B</td><td>6</td></tr>
<tr><td>Execute security work for electronic documents of the logistics industry</td><td>LOCUEL204B</td><td>3</td></tr>
<tr><td>Submit cargo manifests electronically</td><td>LOCUEL207B</td><td>6</td></tr>
<tr><td>Implement e-platform operation for the logistics industry</td><td>LOCUEL205B</td><td>6</td></tr>
<tr><td>Apply electronic devices on cargo identification</td><td>LOCUEL203B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply multimodal transport concepts and knowledge</td><td>LOCUCN201B</td><td>3</td></tr>
<tr><td>Apply basic statistics to logistics operation</td><td>LOCUCN202B</td><td>6</td></tr>
<tr><td>Conduct calculation of logistics related weights and measures, currencies and time zones</td><td>LOCUCN203B</td><td>3</td></tr>
<tr><td>Check express waybill filled by customer</td><td>LOAFEL201B</td><td>3</td></tr>
<tr><td>Check air freight shipper’s letter of instruction</td><td>LOAFEL202B</td><td>3</td></tr>
<tr><td>Handle the issuance of the proof of delivery (POD)</td><td>LOAFEL203B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>54</td></tr>
</table>
</td></tr>
</table>

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Occupational Safety and Health (OSH)



Occupational Safety and Health

<table>
<tr><td>Position</td><td>Manager, Occupational Health and Safety (AF-OSH3)</td></tr>
<tr><td>Duties</td><td>

Develop safety guidelines for all employees
Evaluate the occupational safety and health facilities in the workplace to ensure that the relevant facilities meet safety standards
Design occupational safety and health training content to promote the importance of occupational safety and health to personnel at all levels
Strengthen the training of all employees on the concept of environmental protection operation and transportation

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Formulate safety code for logistics employees of various levels</td><td>LOCUSH504B</td><td>6</td></tr>
<tr><td>Conduct occupational safety and health supervision for the logistics industry</td><td>LOCUSH402B</td><td>6</td></tr>
<tr><td>Implement safety management in the workplace</td><td>LOCUSH403B</td><td>6</td></tr>
<tr><td>Formulate management system for occupational safety and health in the logistics industry</td><td>LOCUSH501B</td><td>9</td></tr>
<tr><td>Assess staff’s safety risks</td><td>LOCUSH502B</td><td>9</td></tr>
<tr><td>Formulate improvement solution for occupational safety and health</td><td>LOCUSH503B</td><td>9</td></tr>
<tr><td colspan="2">Total Credits</td><td>45</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><td>Position</td><td>Officer, Occupational Health and Safety (AF-OSH2)</td></tr>
<tr><td>Duties</td><td>

Ensure employees follow and carry out safety guidelines
Strengthen and inspect the occupational safety and health facilities in the workplace according to the assessment results regularly
Arrange staff to attend lectures and training to promote occupational safety and health

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Handle general industrial accidents</td><td>LOCUSH302B</td><td>6</td></tr>
<tr><td>Implement management system for occupational safety and health in the logistics industry</td><td>LOCUSH303B</td><td>6</td></tr>
<tr><td>Implement transport safety for DG (dangerous goods)</td><td>LOCUSH304B</td><td>6</td></tr>
<tr><td>Implement storage management safety measures for DG (Dangerous Goods)</td><td>LOCUSH305B</td><td>6</td></tr>
<tr><td>Act on requirements for the maintenance of logistics device and equipment</td><td>LOCUSH306B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>30</td></tr>
</table>
</td></tr>
</table>

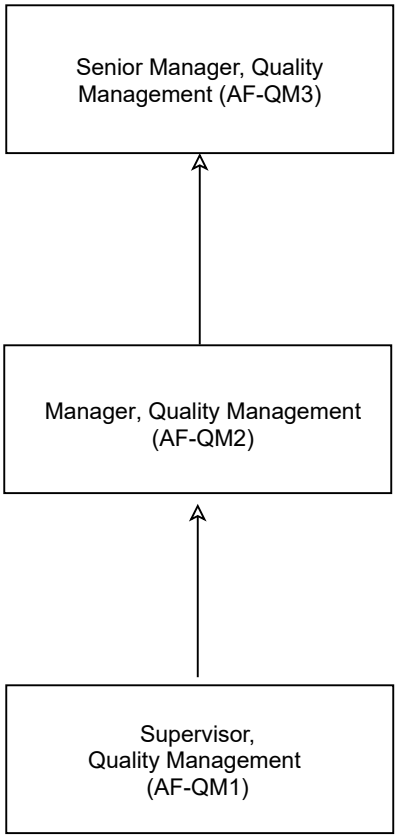
<table>
<tr><td>Position</td><td>Logistics Coordinator, Occupational Safety & Health (AF-OSH1)</td></tr>
<tr><td>Duties</td><td>

Ensure employees comply with relevant safety guidelines when handling goods physically
Ensure employees understand basic environmental protection and health concepts

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Implement safety operation in confined spaces</td><td>LOCUSH203B</td><td>3</td></tr>
<tr><td>Apply safety procedures for fork-lift truck operation</td><td>LOCUSH204B</td><td>6</td></tr>
<tr><td>Implement code of practice for loading of vehicles</td><td>LOCUSH205B</td><td>6</td></tr>
<tr><td>Implement code of safety for stacking cargoes</td><td>LOCUSH206B</td><td>3</td></tr>
<tr><td>Implement code of safety for cargo loading/unloading with vehicles</td><td>LOCUSH207B</td><td>6</td></tr>
<tr><td>Implement vehicle transport and traffic safety in cargo yard</td><td>LOCUSH208B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Apply multimodal transport concepts and knowledge</td><td>LOCUCN201B</td><td>3</td></tr>
<tr><td>Implement preventive measures on occupational safety and health of the logistics industry</td><td>LOCUSH202B</td><td>3</td></tr>
<tr><td colspan="2">Total Credits</td><td>36</td></tr>
</table>
</td></tr>
</table>

Progression Pathway for the Logistics Industry
(Airfreight and Express)

Quality Management (QM)



Quality Management

<table>
<tr><td>Position</td><td>Senior Manager, Quality Management (AF-QM3)</td></tr>
<tr><td>Duties</td><td>

Design quality policy according to market and customer requirements, and implement quality management system
Formulate design quality training policy
Perform overall quality and environmental management operations

<table>
<tr><th>Core Competency</th><th>Code</th><th>Credit</th></tr>
<tr><td>Formulate quality management system</td><td>LOCUQM502B</td><td>9</td></tr>
<tr><td>Formulate environmental management system</td><td>LOCUQM503B</td><td>9</td></tr>
<tr><td>Formulate quality management policy</td><td>LOCUQM504B</td><td>9</td></tr>
<tr><td>Formulate policy of corporate social responsibilities</td><td>LOCUQM505B</td><td>6</td></tr>
<tr><td>Formulate contingency procedures for environmental accidents</td><td>LOCUQM506B</td><td>9</td></tr>
<tr><td>Formulate environmental management policy</td><td>LOCUQM509B</td><td>6</td></tr>
<tr><td>Formulate standard for quality management system</td><td>LOCUQM510B</td><td>9</td></tr>
<tr><td>Formulate company’s performance pledge</td><td>LOCUQM511B</td><td>6</td></tr>
</table>
<table>
<tr><th>Non-core Competency</th><th>Code</th><th>Credit</th></tr>
<tr><td>Formulate measures to enhance staff’s quality management culture and standard</td><td>LOCUQM508B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>69</td></tr>
</table>
</td></tr>
</table>

Position	**Manager, Quality Management (AF-QM2)**
Duties	• Implement the company's quality policy • Evaluate employees' compliance with the quality policy, report the evaluation results, and take appropriate actions • Propose and implement improvement plans • Arrange staff training and measure improvement progress

Core Competency	Code	Credit
Conduct quality management audit	LOCUQM401B	6
Promote quality management culture to frontline staff	LOCUQM402B	6
Handle the quality improvement suggestion of frontline staff	LOCUQM405B	3
Compile quality assurance procedures	LOCUQM403B	6
Manage continuous improvement systems	LOCUOM522B	6

Non-core Competency	Code	Credit
Assess environmental impacts of working procedures	LOCUCN401B	6
Enhance staff's awareness of environmental protection	LOCUQM408B	6
	Total Credits	39

<table>
<tr><td>Position</td><td>Supervisor, Quality Management (AF-QM1)</td></tr>
<tr><td>Duties</td><td>

Implement the company's quality policy
Evaluate employees’ compliance with the quality policy, report the evaluation results, and take appropriate actions
Implement quality improvement projects

<table>
<tr><td>Core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Handle issues on quality of transport and logistics services</td><td>LOCUQM301B</td><td>6</td></tr>
<tr><td>Implement quality management training program</td><td>LOCUQM409B</td><td>6</td></tr>
<tr><td>Test and calibrate measuring equipment</td><td>LOCUQM305B</td><td>6</td></tr>
</table>
<table>
<tr><td>Non-core Competency</td><td>Code</td><td>Credit</td></tr>
<tr><td>Implement environmental management procedures</td><td>LOCUQM303B</td><td>6</td></tr>
<tr><td colspan="2">Total Credits</td><td>24</td></tr>
</table>
</td></tr>
</table>

Chapter 5

Units of Competency

for Air Freight and Express

Overview of Competency Standards for Air Freight and Express
Operations Management (OM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Obtain license for freight operation and make relevant administrative arrangement	LOCUCN204B	2	6	5-36
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-37
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-39
Apply all kinds of freight information	LOCUOM201B	2	6	5-41
Prepare checklists for operational processes	LOCUOM202B	2	3	5-42
Understand and implement basic environmental protection plan	LOCUEP201B	2	3	5-44
Coordinate the work of company departments, business partners and contractors	LOCUOM302B	3	6	5-45
Monitor the performance of contractors	LOCUOM401B	4	6	5-47
Design and prepare tenders	LOCUOM402B	4	6	5-49
Prepare RFQ (Request For Quotation), RFP (Request For Proposal), Tender document	LOCUOM403B	4	6	5-51
Represent the company to perform obligations in trade associations and liaise with relevant organisations	LOCUOM404B	4	3	5-53
Settle labour disputes in a company	LOCUOM405B	4	6	5-55
Establish technical indicators for logistic machinery equipment	LOCUOM406B	4	6	5-57
Monitor the performance of suppliers	LOCUOM407B	4	6	5-59
Apply simulation technique to test efficiency of operation	LOCUOM408B	4	6	5-61
Implement contingency procedures on emergency	LOCUOM410B	4	9	5-63
Implement financial analysis and cost control	LOCUOM411B	4	9	5-64

Overview of Competency Standards for Air Freight and Express
Operations Management (OM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Check and enhance transport efficiency	LOCUOM413B	4	6	5-66
Establish and maintain relationship with business partners	LOCUOM414B	4	6	5-68
Manage process of calling for tenders	LOCUOM415B	4	6	5-70
Renew, terminate and conclude a contract with contractor/supplier	LOCUOM416B	4	6	5-71
Determine the suitable aircraft and goods for delivery	LOAFOM401B	4	9	5-72
Handle freight problems caused by delay or cancellation of flights	LOAFOM403B	4	6	5-74
Formulate local operation strategies	LOCUOM501B	5	9	5-76
Formulate regional operation strategies	LOCUOM502B	5	9	5-78
Formulate recruitment strategy	LOCUOM503B	5	6	5-81
Formulate on-the-job training plans for staff	LOCUOM504B	5	6	5-83
Plan project management operation	LOCUOM505B	5	9	5-85
Plan a tender	LOCUOM506B	5	6	5-87
Formulate tendering strategy	LOCUOM507B	5	6	5-89
Assess the tenders from potential contractors	LOCUOM508B	5	6	5-91
Formulate human resources strategy	LOCUOM509B	5	6	5-93
Establish logistics mechanical equipment management system	LOCUOM510B	5	9	5-95
Formulate acquisition plans for asset-typed equipment	LOCUOM511B	5	9	5-97
Formulate strategy to bargain with business partners	LOCUOM512B	5	6	5-99
Formulate vehicle fleet management strategy	LOCUOM513B	5	9	5-101
Formulate crisis management strategy	LOCUOM514B	5	9	5-103
Formulate customer relationship management strategy	LOCUOM515B	5	6	5-105
Formulate contingency procedures on emergency	LOCUOM516B	5	9	5-107
Release industry-related information and business reports	LOCUOM517B	5	3	5-109
Formulate standard operational procedures for internal logistics	LOCUOM518B	5	6	5-111
Capital and financial management	LOCUOM519B	5	6	5-113
Formulate revenue management for air freight	LOCUOM521B	5	9	5-115
Manage continuous improvement systems	LOCUOM522B	5	6	5-117
Determine the air freight routing and flight schedule	LOAFOM502B	5	9	5-119
Forecast future cargo volume and handling capacity	LOAFOM503B	5	9	5-121
Formulate air cargo space management standard	LOAFOM504B	5	9	5-122
Formulate express standard contract terms	LOAFOM505B	5	6	5-124

Overview of Competency Standards for Air Freight and Express
Operations Management (OM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Formulate strategies for charter flight	LOAFOM506B	5	6	5-126
Formulate air freight charging strategy and standard	LOAFOM507B	5	9	5-128
Formulate air freight workflow management standard	LOAFOM508B	5	9	5-130
Formulate air freight operation strategy	LOAFOM509B	5	9	5-132
Formulate air freight standard contract terms	LOAFOM510B	5	6	5-134
Formulate courier and express cargo pricing strategy and standard	LOAFOM511B	5	9	5-136
Formulate courier and express cargo workflow and management standard	LOAFOM512B	5	9	5-138
Formulate courier and express operations strategies	LOAFOM513B	5	5	5-140
Formulate district operations strategies of courier and express service	LOAFOM514B	5	9	5-142
Formulate courier and express pricing level and strategy	LOAFOM515B	5	9	5-144
Formulate regional courier and express operations strategies	LOAFOM516B	5	9	5-146
Formulate financing strategy	LOCUOM602B	6	9	5-148
Formulate air freight alliance strategy	LOAFOM601B	6	9	5-150
Plan air freight and express network	LOAFOM602B	6	9	5-152
Formulate global operations strategies	LOCUOM701B	7	9	5-154

Overview of Competency Standards for Air Freight and Express
Planning and Design of Logistics Solutions (PD)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-34
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-36
Storage and cargo hub control of courier and express cargo transaction	LOAFPD201B	2	6	5-156
Master the logistics needs of different import/export trading modes	LOCUPD401B	4	9	5-158
Plan and design local logistics solutions	LOCUPD501B	5	9	5-160
Analyse market structure of air freight service	LOAFPD501B	5	9	5-162
Formulate logistics solutions for new air traffic rights	LOAFPD502B	5	6	5-164
Design logistics solutions for air freight route network	LOAFPD503B	5	9	5-166
Design air freight logistics solutions by deploying air freight strategic alliance	LOAFPD504B	5	9	5-168
Design air freight logistics solutions by deploying virtual airport concepts	LOAFPD505B	5	6	5-170
Formulate courier and express service as a fundamental logistics network	LOAFPD506B	5	9	5-172
Plan and design regional logistics solutions (logistics facilities)	LOCUPD601B	6	6	5-174
Plan and design regional logistics solutions (market environment)	LOCUPD602B	6	9	5-176
Formulate logistics plans related to capital arrangements	LOCUPD603B	6	12	5-178
Plan and design global logistics solutions (logistics facilities)	LOCUPD701B	7	6	5-180

Overview of Competency Standards for Air Freight and Express
Planning and Design of Logistics Solutions (PD)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Plan and design global logistics solutions (market environment)	LOCUPD702B	7	6	5-182

Overview of Competency Standards for Air Freight and Express
Sales, Marketing and Customer Services (SM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-37
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-39
Maintain, process and use customer information	LOCUSM201B	2	3	5-184
Apply communication skills for discussions related to logistics issues	LOCUSM203B	2	3	5-185
Apply communication skills for internal communication	LOCUSM204B	2	3	5-187
Receive customers	LOCUSM209B	2	6	5-189
Present and explain to customers the logistics services offered	LOCUSM210B	2	6	5-191
Update customers with latest company news	LOCUSM211B	2	3	5-193
Maintain customer relationship and handle complaints	LOCUSM212B	2	6	5-195
Handle cargo tracking for customers	LOCUSM213B	2	3	5-197
Use simple Putonghua for business communication with customers	LOCUSM214B	2	6	5-199
Use simple English for business communication with customers	LOCUSM215B	2	6	5-200
Calculate air freight rates	LOAFSM203B	2	6	5-201
Categorisation of courier and express service	LOAFSM204B	2	3	5-203
Present and explain proposals to customers	LOCUSM301B	3	6	5-204
Calculate contract air freight charges	LOCUSM302B	3	6	5-206

Overview of Competency Standards for Air Freight and Express
Sales, Marketing and Customer Services (SM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Implement customer service management	LOCUSM309B	3	6	5-207
Prepare sales proposals	LOCUSM311B	3	6	5-209
Handle and review customer's opinions and complaints about service quality	LOCUSM312B	3	6	5-211
Use complicated English for business communication with customers	LOCUSM313B	3	6	5-213
Use complicated Putonghua for business communication with customers	LOCUSM314B	3	6	5-214
Handle air freight cargo space booking procedures	LOAFSM302B	3	6	5-215
Prepare express package pick-up schedule	LOAFSM304B	3	6	5-217
Handle international express service booking	LOAFSM305B	3	3	5-218
Handle enquiries on air freight rate	LOAFSM306B	3	3	5-220
Calculate commission and concession	LOAFSM307B	3	6	5-222
Formulate an overall strategy for participating in industry conferences in the logistics industry	LOCUSM401B	4	6	5-223
Manage customer service centres	LOCUSM402B	4	6	5-225
Implement the overall marketing plan	LOCUSM403B	4	6	5-227
Assess the overall marketing plan and performance indices	LOCUSM404B	4	6	5-229
Analyse current market situation and trend of the logistics industry	LOCUSM405B	4	6	5-231
Assess sales information of the industry	LOCUSM406B	4	6	5-233
Analyse customers' freight service needs	LOCUSM407B	4	6	5-235
Formulate customer relationship strategy	LOCUSM408B	4	6	5-237
Apply methods in marketing and promotion	LOCUSM409B	4	6	5-239
Apply internet for business promotion	LOCUSM410B	4	6	5-241
Analyse customers business performance	LOCUSM411B	4	6	5-243
Lead the sales teams	LOCUSM413B	4	6	5-245
Compile courier and express service charges schedule	LOAFSM401B	4	6	5-247
Handle co-loading market transactions with air freight forwarders	LOAFSM402B	4	6	5-249
Execute district courier and express market promotion plan	LOAFSM403B	4	6	5-251
Handling of the co-loading courier and express service	LOAFSM404B	4	6	5-253
Implement strategy of courier and express freight charges quotation	LOAFSM405B	4	6	5-255

Overview of Competency Standards for Air Freight and Express
Sales, Marketing and Customer Services (SM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Assess the demand for the services of the logistics industry and formulate sales budgets	LOCUSM501B	5	9	5-256
Plan business development strategies and explore new markets	LOCUSM503B	5	9	5-258
Formulate pricing strategy	LOCUSM504B	5	9	5-260
Formulate marketing strategy	LOCUSM505B	5	9	5-262
Conduct contract negotiation	LOCUSM506B	5	9	5-264
Handle co-load market transaction with freight forwarders and logistics service providers	LOCUSM507B	5	6	5-266
Formulate strategy of air freight quotation	LOCUSM513B	5	6	5-267
Formulate courier and express cargo pricing strategy	LOAFSM501B	5	9	5-268
Formulate marketing strategy of express market	LOAFSM502B	5	9	5-270
Formulate strategy of courier and express freight quotation	LOAFSM503B	5	6	5-272

Overview of Competency Standards for Air Freight and Express
Cargo Transport and Handling (CT)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Collect and deliver express items	LOAFCT110B	1	6	5-274
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-37
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-39
Handle temporary imports	LOCUCT201B	2	3	5-276
Use general loading and lifting equipment in the logistics industry	LOCUCT202B	2	6	5-277
Prepare operational records and data	LOCUCT203B	2	3	5-279
Receive and deliver general air cargo	LOAFCT201B	2	3	5-281
Check aircraft unit load device	LOAFCT204B	2	3	5-283
Arrange for air cargo storage	LOAFCT211B	2	6	5-284
Check the package, quantity and appearance of air cargo	LOAFCT213B	2	3	5-285
Measure the weight and dimensions of air cargo	LOAFCT214B	2	3	5-287
Implement break bulk procedures for air cargo	LOAFCT215B	2	3	5-289
Implement cargo loading/unloading procedures	LOAFCT216B	2	6	5-291
Implement air cargo consolidation	LOAFCT217B	2	3	5-293
Implement procedures of receiving and delivering air cargo	LOAFCT218B	2	3	5-294
Arrange cargo to and from air cargo terminals	LOAFCT219B	2	3	5-296
Perform repair and maintenance of aircraft unit load device	LOAFCT220B	2	3	5-298
Sort air cargo	LOAFCT221B	2	3	5-300

Overview of Competency Standards for Air Freight and Express
Cargo Transport and Handling (CT)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Handling cargo collection and delivery of courier and express cargoes	LOAFCT222B	2	3	5-302
Calibration of courier and express cargo handling equipment	LOAFCT223B	2	3	5-304
Application and maintenance of courier and express cargo handling equipment	LOAFCT224B	2	3	5-305
Validate the courier and express transport document	LOAFCT225B	2	6	5-307
Integrate courier and express transportation	LOAFCT226B	2	3	5-309
Measurement of courier and express cargo weight and dimensions	LOAFCT227B	2	3	5-311
Apply courier and express cargo concepts and knowledge	LOAFCT228B	2	3	5-312
Conduct calculation of courier and express related weights and measures, currencies and time zones	LOAFCT229B	2	3	5-314
Check flight schedule of courier and express cargo	LOAFCT230B	2	3	5-315
Warehouse and storage arrangement of courier and express cargo	LOAFCT231B	2	3	5-317
Implement courier and express cargo collection and transportation procedure	LOAFCT232B	2	3	5-318
Categorisation of courier and express service	LOAFCT233B	2	3	5-320
Coordinate air cargo consolidation	LOAFCT301B	3	6	5-321
Plan air cargo consolidation	LOAFCT303B	3	6	5-323
Arrange documentations for cargo consolidation and coordinate air cargo consolidation	LOAFCT304B	3	6	5-325
Coordinate deployment of aircraft unit load device	LOAFCT305B	3	6	5-327
Record air freight incidents	LOAFCT306B	3	6	5-329
Deploy aircraft unit load device	LOAFCT307B	3	3	5-330
Deliver and receive DG (Dangerous Goods)	LOAFCT308B	3	6	5-332
Handle special air cargo	LOAFCT309B	3	6	5-334
Handle live animals transport and storage	LOAFCT310B	3	6	5-336
Handle dutiable air cargo	LOAFCT311B	3	3	5-338
Handle air freight cancellation procedures	LOAFCT312B	3	3	5-340
Verify the air cargo complies with air cargo acceptance requirements	LOAFCT313B	3	6	5-341
Handle unclaimed air cargo	LOAFCT314B	3	3	5-343

Overview of Competency Standards for Air Freight and Express
Cargo Transport and Handling (CT)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Maintenance of handling courier and express cargo equipment	LOAFCT315B	3	6	5-345
Coordinate point-to-point cargo transport connection	LOCUCT401B	4	6	5-347
Evaluate and calculate workload for cargo handling	LOCUCT402B	4	6	5-349
Organise cargo operations	LOCUCT403B	4	3	5-351
Manage quarantine procedures	LOCUCT404B	4	6	5-353
Implement cargo operations regulations	LOCUCT406B	4	3	5-355
Calculate aircraft load trimming	LOAFCT402B	4	6	5-357
Coordinate air cargo loading/unloading	LOAFCT403B	4	6	5-358
Handle air freight discrepancies	LOAFCT404B	4	3	5-360
Manage freight transit	LOCUCT504B	5	6	5-361
Manage courier and express cargo centre and facilities	LOCUCT512B	5	6	5-363
Formulate aircraft load plan	LOAFCT501B	5	6	5-365

Overview of Competency Standards for Air Freight and Express
Cargo Safety and Security (SS)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-36
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-37
Understand and distinguish DG (Dangerous Goods) and their characteristics	LOCUSS201B	2	6	5-367
Implement security inspection of air cargo with instruments	LOAFSS201B	2	6	5-369
Apply security technology to help handle cargo transport security matters	LOCUSS301B	3	6	5-371
Implement air freight security control procedures	LOAFSS301B	3	6	5-373
Carry out monitoring system on the air cargo security procedures of consignors	LOAFSS302B	3	2	5-374
Execute safety strategies on courier and express cargo operations	LOAFSS401B	4	6	5-376
Handle and report air freight incidents	LOAFSS402B	4	6	5-378
Implement air freight safety standard for DG (Dangerous Goods)	LOAFSS403B	4	6	5-380
Monitor security service standard	LOCUSS501B	5	9	5-381
Formulate training schemes for handling DG (Dangerous Goods)	LOCUSS504B	5	6	5-383
Formulate air freight security strategy	LOAFSS501B	5	9	5-385

Overview of Competency Standards for Air Freight and Express
Cargo Safety and Security (SS)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Formulate security strategy for courier and express cargo operation	LOAFSS502B	5	6	5-387
Formulate air freight security standard	LOAFSS503B	5	6	5-389
Manage cargo security	LOCUSS601B	6	6	5-391

Overview of Competency Standards for Air Freight and Express
Import/Export Documentation (IE)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-36
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-37
Handle procedures and documents for settlement of trading payment	LOCUIE201B	2	6	5-394
Verify required proofs and documents according to freight requirements	LOCUIE202B	2	6	5-396
Handle the documents for DG (Dangerous Goods), prohibited goods and dutiable commodities	LOCUIE203B	2	6	5-398
Arrange for customs declaration	LOCUIE204B	2	3	5-401
Handle customs clearance procedures	LOCUIE205B	2	6	5-403
Handle import/export or re-export documents	LOCUIE206B	2	3	5-405
Compile air waybill	LOAFIE202B	2	3	5-407
Handle courier and express transport document	LOAFIE203B	2	6	5-409
Understand different trading modes and their requirements on import, export and re-export documents	LOCUIE301B	3	6	5-411
Implement boundary customs clearance	LOCUIE304B	3	3	5-413
Classify commodities for import/export and re-export	LOCUIE305B	3	3	5-414

Overview of Competency Standards for Air Freight and Express
Insurance, Legal Matters and Compliance (LC)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-36
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-37
Verify insurance certificate and policy or related documents	LOCULC301B	3	6	5-416
Implement risk management plans	LOCULC401B	4	6	5-417
Compile claims report	LOCULC403B	4	6	5-419
Handle transport operator’s liability insurance claims	LOCULC407B	4	6	5-420
Apply environmental protection laws and international conventions relevant to the logistics industry	LOCULC408B	4	3	5-422
Apply occupational safety and health ordinances relevant to the logistics industry	LOCULC409B	4	6	5-424
Apply the Prevention of Bribery Ordinance	LOCULC410B	4	3	5-426
Understand intellectual property and avoid act of infringement	LOCULC411B	4	3	5-428
Apply labour legislations related to human resources management	LOCULC412B	4	6	5-430
Amend insurance terms	LOCULC413B	4	6	5-432
Handle employee compensation claims	LOCULC414B	4	6	5-433
Handle public liability claims	LOCULC415B	4	6	5-435

Overview of Competency Standards for Air Freight and Express
Insurance, Legal Matters and Compliance (LC)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Apply basic principles of insurance law to handle insurance matters	LOCULC416B	4	6	5-437
Handle claims for aircraft damage	LOAFLC401B	4	6	5-439
Handle claims for air cargo damage	LOAFLC402B	4	6	5-441
Handle claims for air cargo liability insurance	LOAFLC403B	4	6	5-443
Perform risk assessment of the transport process and compile reports	LOCULC501B	5	9	5-445
Assess the total loss and calculate the claim amount	LOCULC502B	5	9	5-447
Apply knowledge of business laws to prepare contracts	LOCULC503B	5	9	5-449
Arrange for insurance by tender	LOCULC506B	5	9	5-451
Arrange for employee compensation insurance contract	LOCULC507B	5	6	5-453
Arrange for public liability insurance contract	LOCULC508B	5	6	5-455
Arrange for transport operator's liability insurance contracts	LOCULC509B	5	9	5-457
Apply Alternate Dispute Resolution (ADR) to handle disputes	LOCULC510B	5	9	5-459
Use arbitration to handle disputes	LOCULC511B	5	9	5-460
Arrange for aviation insurance contracts	LOAFLC501B	5	6	5-461
Arrange for air cargo insurance contract	LOAFLC502B	5	9	5-463
Arrange for air cargo liabilities insurance contract	LOAFLC503B	5	6	5-465
Formulate risk management plans	LOCULC601B	6	9	5-467

Overview of Competency Standards for Air Freight and Express
Smart Logistics (EL)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply all kinds of computerised freight document templates	LOCUEL101B	1	3	5-469
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-36
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-37
Implement e-logistics website maintenance	LOCUEL201B	2	6	5-470
Handle electronic documents commonly used in the logistics industry	LOCUEL202B	2	6	5-472
Apply electronic devices on cargo identification	LOCUEL203B	2	6	5-474
Execute security work for electronic documents of the logistics industry	LOCUEL204B	2	3	5-476
Implement e-platform operation for the logistics industry	LOCUEL205B	2	6	5-478
Submit cargo manifests electronically	LOCUEL207B	2	6	5-479
Check express waybill filled by customer	LOAFEL201B	2	3	5-481
Check air freight shipper’s letter of instruction	LOAFEL202B	2	3	5-483
Handle the issuance of the POD (proof of delivery)	LOAFEL203B	2	3	5-484
Conduct Electronic Data Interchange (EDI) in the industry and with customers	LOCUEL302B	3	6	5-485
Design computerised freight reports	LOCUEL303B	3	6	5-487
Implement e-commerce procedures for the logistics industry	LOCUEL304B	3	6	5-489
Apply air freight service web platform	LOAFEL301B	3	6	5-491

Overview of Competency Standards for Air Freight and Express
Smart Logistics (EL)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Design e-commerce procedures for the logistics industry	LOCUEL401B	4	6	5-492
Design electronic document security system and procedures for the logistics industry	LOCUEL402B	4	6	5-495
Formulate logistics information system upgrading demand	LOCUEL403B	4	6	5-498
Design e-logistics website for the logistics industry	LOCUEL404B	4	6	5-500
Formulate strategies for the application of electronic cargo identification technologies	LOCUEL501B	5	9	5-502
Formulate the electronic data flow for relevant parties of the logistics industry	LOCUEL504B	5	6	5-504
Establish air freight-based fourth-party logistics (4PL) network (Industrial development and demand)	LOAFEL501B	5	6	5-506
Establish air freight-based fourth-party logistics (4PL) network (Information technology)	LOAFEL502B	5	6	5-508
Establish air freight-based fourth-party logistics (4PL) network (Integrated the need of the industry and technology development)	LOAFEL503B	5	6	5-510
Evaluate the feasibility of the information flow of the air freight process	LOAFEL504B	5	6	5-512
Formulate informative control plan for air freight process	LOAFEL505B	5	6	5-514
Formulate air freight-based strategies for fourth-party logistics (4PL)	LOAFEL601B	6	9	5-516

Overview of Competency Standards for Air Freight and Express
Occupational Safety and Health (OSH)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Handle bulk cargoes manually	LOCUSH106B	1	3	5-518
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-36
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-37
Implement safety procedures for manual handling operation	LOCUSH201B	2	3	5-519
Implement preventive measures on occupational safety and health of the logistics industry	LOCUSH202B	2	3	5-521
Implement safety operation in confined spaces	LOCUSH203B	2	3	5-523
Apply safety procedures for fork-lift truck operation	LOCUSH204B	2	6	5-524
Implement code of practice for loading of vehicles	LOCUSH205B	2	6	5-526
Implement code of safety for stacking cargoes	LOCUSH206B	2	3	5-527
Implement code of safety for cargo loading/unloading with vehicles	LOCUSH207B	2	6	5-529
Implement vehicle transport and traffic safety in cargo yard	LOCUSH208B	2	6	5-530
Handle general industrial accidents	LOCUSH302B	3	6	5-531
Implement management system for occupational safety and health in the logistics industry	LOCUSH303B	3	6	5-533
Implement transport safety for DG (dangerous goods)	LOCUSH304B	3	6	5-535
Implement storage management safety measures for DG (Dangerous Goods)	LOCUSH305B	3	6	5-537

Overview of Competency Standards for Air Freight and Express
Occupational Safety and Health (OSH)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Act on requirements for the maintenance of logistics device and equipment	LOCUSH306B	3	6	5-539
Conduct occupational safety and health supervision for the logistics industry	LOCUSH402B	4	6	5-541
Implement safety management in the workplace	LOCUSH403B	4	6	5-543
Assess and implement logistics occupational safety and health management system	LOCUSH404B	4	6	5-545
Enhance logistics occupational safety and health management system	LOCUSH405B	4	6	5-546
Formulate management system for occupational safety and health in the logistics industry	LOCUSH501B	5	9	5-547
Assess staff's safety risks	LOCUSH502B	5	9	5-549
Formulate improvement solution for occupational safety and health	LOCUSH503B	5	9	5-551
Formulate safety code for logistics employees of various levels	LOCUSH504B	5	6	5-553

Overview of Competency Standards for Air Freight and Express
Quality Management (QM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Use air freight terms, codes and abbreviations	LOAFCN101B	1	3	5-24
Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	1	3	5-26
Use courier and express terms, codes and abbreviations	LOAFCN103B	1	3	5-27
Application of the label, marking, types and basic packaging requirements for courier and express cargo	LOAFCN104B	1	3	5-29
Apply multimodal transport concepts and knowledge	LOCUCN201B	2	3	5-31
Apply basic statistics to logistics operation	LOCUCN202B	2	6	5-33
Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	2	3	5-34
Apply courier and express cargo concepts and knowledge	LOAFCN203B	2	3	5-36
Conduct calculation of courier and express charges based on the related dimension, currencies and time zones	LOAFCN204B	2	3	5-37
Handle issues on quality of transport and logistics services	LOCUQM301B	3	6	5-555
Implement environmental management procedures	LOCUQM303B	3	6	5-557
Test and calibrate measuring equipment	LOCUQM305B	3	6	5-559
Assess environmental impacts of working procedures	LOCUCN401B	4	6	5-561
Conduct quality management audit	LOCUQM401B	4	6	5-563
Promote quality management culture to frontline staff	LOCUQM402B	4	6	5-565
Compile quality assurance procedures	LOCUQM403B	4	6	5-566
Handle the quality improvement suggestion of frontline staff	LOCUQM405B	4	3	5-567
Enhance staff's awareness of environmental protection	LOCUQM408B	4	6	5-568
Implement quality management training program	LOCUQM409B	4	6	5-570
Formulate quality management system	LOCUQM502B	5	9	5-572
Formulate environmental management system	LOCUQM503B	5	9	5-574
Formulate quality management policy	LOCUQM504B	5	9	5-576
Formulate policy of corporate social responsibilities	LOCUQM505B	5	6	5-578
Formulate contingency procedures for environmental accidents	LOCUQM506B	5	9	5-580

Overview of Competency Standards for Air Freight and Express
Quality Management (QM)

Title of Unit of Competency	Code	QF Level	QF Credit	Page
Formulate measures to enhance staff's quality management culture and standard	LOCUQM508B	5	6	5-582
Formulate environmental management policy	LOCUQM509B	5	6	5-584
Formulate standard for quality management system	LOCUQM510B	5	9	5-586
Formulate company's performance pledge	LOCUQM511B	5	6	5-588

Common Unit of Competency (applicable in various functional areas)

1. Title	Use air freight terms, codes and abbreviations
2. Code	LOAFCN101B
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 operations and explain relevant freight issues to customers as instructed.
4. Level	1
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of air freight ♦ Understand codes used in the air freight industry • 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 • Different categories codes using in daily operations including air terminals, airports handling ♦ Understand air freight terms • Terms used by different trades of the air freight industry ♦ Understand abbreviations commonly used in the industry • Understand the conversion of the abbreviations to their English or Chinese (including simplified Chinese) full names and their meanings • Understand the channel to find out or inquire air freight abbreviations commonly used including airfreight regulation and related document (IATA, TACT) ♦ 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 term

Common Unit of Competency (applicable in various functional areas)

	6.2 Apply basic air freight terms, codes and abbreviations ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to use air freight terms, codes and abbreviations correctly; and (ii) Capable to communicate with in-service personnel effectively
8. Remarks	

Common Unit of Competency (applicable in various functional areas)

1. Title	Know the label, marking, types and basic packaging requirements for air cargo
2. Code	LOAFCN102B
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	Performance Requirements 6.1 Possess basic knowledge of air cargo ♦ Understand the concepts 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 ♦ Understand the name of a single unit of package for cargo ♦ Understand the procedures for handling or moving cargo ♦ Understand the procedure for special cargo types including frozen, livestock, dangerous cargo, pharmaceutical products…. ♦ Know about cargo types and their weight and volume ♦ Know about cargo types and the use of different packaging methods 6.2 Apply basic knowledge of air cargo ♦ 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 accurately various types of air freight documents accurately
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are： (i) Capable to check and ensure that all information attached to the cargo is complete and complies with standard and shipping requirements; and (ii) Capable to communicate effectively with in-service personnel or customers, for example, receiving and conveying information.
8. Remarks	

Common Unit of Competency (applicable in various functional areas)

1. Title	Use courier and express terms, codes and abbreviations
2. Code	LOAFCN103B
3. Range	This unit of competency is applicable to courier and express companies. Practitioners should be capable to have knowledge of the basic courier and express terms, codes, abbreviations and related jargons using in courier and express operations. All staff working in the frontline operation and any related departments should understand and can perform relevant courier and express operations and explain relevant courier and express issues to customers as instructed.
4. Level	1
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of courier and express ♦ Know about the codes, abbreviations and any jargons commonly used in the courier and express industry: • Countries, regions, hubs, cities and airports codes and abbreviations • Airlines and express flighters codes • Aircraft type numbers with meaning and representative of them • Numbers using to identify unit load device or package with meaning of them • Code of cargo category and HS codes • Codes commonly used in daily courier and express transaction including trading terms, time zone, weight and measurement, truck, terminal, customers, simple and common account codes, charges code, etc. • IT and any form of system codes • Origin, differentiation, combination, formation, meaning and interpretation of different codes and abbreviations • Internal codes and abbreviations used in the company ♦ Know about the courier and express terms • Any common terms acquired by different trades in the courier and express transaction • Internal codes and abbreviations used in the company ♦ Know about the abbreviations commonly used in the industry and conversion between English and/or Chinese (including simplified Chinese) and/or different countries language in case of need ♦ Know about different reliable channels to find out or inquire courier and express terms and abbreviations commonly used like associations' website, HKSAR website, company's directory/books…

Common Unit of Competency (applicable in various functional areas)

	6.2 Apply basic courier and express terms, codes and abbreviations ♦ Understand how to use those appropriate courier and express terms, codes and abbreviations to communicate internally and externally with all involved parties including subcontractors, airlines, customers, overseas agents /offices and colleagues effectively ♦ Apply basic courier and express terms to complete the basic and common documents during the courier and express transaction
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to locate courier and express terms, codes, abbreviations and jargons from appropriate website, books, directory; (ii) Capable to understand and apply courier and express terms, codes, abbreviations and jargons correctly in the routine operations and transaction; and (iii) Capable to communicate with all parties involved in courier and express transaction effectively.
8. Remarks	

Common Unit of Competency (applicable in various functional areas)

1. Title	Application of the label, marking, types and basic packaging requirements for courier and express cargo
2. Code	LOAFCN104B
3. Range	This unit of competency is applicable to all courier and express companies and logistics companies. Practitioners should be capable to serve their customers by providing courier and express services and should be capable to acquire basic cargo knowledge to handle courier and express cargo and enquiry
4. Level	1
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of courier and express cargo ♦ Know about the concepts of courier and express units with different categories in the market ♦ Know about the classification of courier and express cargo types, packaging and practice ♦ Know about the market and common carriers' courier and express cargo classification system and numbering system for courier and express cargo classification ♦ Know about the market and common carriers' requirements on courier and express cargo labelling and marking systems ♦ Understand different types of courier and express cargo and their specification ♦ Understand different types of packaging using in courier and cargo transaction and their specification ♦ Know about the procedures for handling or moving courier and express transaction 6.2 Apply basic knowledge of courier and express cargo transaction ♦ Know about the basic information and knowledge of courier and express cargo transaction to ensure effective communication made internal and external parties like colleagues, supervisors and customers. These information and knowledge include booking, cargo receiving payment and conveying information during courier and express cargo transaction ♦ Apply the knowledge to identify common courier and express cargo labels and markings with the document information

Common Unit of Competency (applicable in various functional areas)

	♦ Apply suitable labels and markings system and procedure of the company correctly on the courier and express cargo package ♦ Complete courier and express cargo documents accurately as per customers instructions and company's policy
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are： (i) Capable to apply the knowledge e of labelling, marking and packaging in courier and express cargo in daily transaction; (ii) Capable to check and ensure that all information attached to the courier and express cargo is complete and complies with company policy; and (iii) Capable to serve effectively internal and external parties among the courier and express cargo transaction
8. Remarks	

Common Unit of Competency (applicable in various functional areas)

1. Title	Apply multimodal transport concepts and knowledge
2. Code	LOCUCN201B
3. Range	This unit of competency is applicable to all kinds of logistics operators. Practitioners should be capable to apply the multimodal transport concepts in cargo transport services.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of multimodal transport concepts ♦ Understand multimodal transport concepts and its development ♦ Understand the application of the concepts of land-bridge multimodal transport and multimodal standardisation, 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 contents 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 ♦ Understand new development of transportation mode including train, cross province/border/countries LCL trucks, consolidation trucks, express delivery networks, flight chartering, etc. 6.2 Apply multimodal transport concepts ♦ Apply multimodal transport concepts to help the customers arrange and co-ordinate 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 ♦ Promote new routing and multimodal transport solution like courier express, sea-express, air-land (cross-border), sea-land (LCL Door-door), flight chartering, cooperation with subcontractors etc., which is suitable for the business of the company ♦ Apply track and trace system to provide transparent cargo status and visibility

Common Unit of Competency (applicable in various functional areas)

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply multimodal transport concepts to communicate with in-service personnel and to help the customers handle the documents and arrange cargo transport matters.
8. Remarks	

Common Unit of Competency (applicable in various functional areas)

1. Title	Apply basic statistics to logistics operation
2. Code	LOCUCN202B
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	Performance Requirements 6.1 Possess basic knowledge of statistics ♦ 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 methods of calculation ♦ Understand how to present data with graphics and charts ♦ Understand how to use calculator, computing table and relevant software tools ♦ Understand the purpose and importance of data collection ♦ Understand the calculation of charges as per company's matrix and system ♦ Understand market matrix of calculation by trade and cargo specification 6.2 Apply basic statistics ♦ Analyse data generated from normal logistics work flow ♦ Collect data needed as instructed by superiors ♦ Use basic statistical methods to analyse and describe data ♦ Use computing table and relevant software tools to calculate information needed ♦ Use computing table and relevant software tools to produce diagrams
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Common Unit of Competency (applicable in various functional areas)

1. Title	Conduct calculation of logistics related weights and measures, currencies and time zones
2. Code	LOCUCN203B
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	Performance Requirements 6.1 Understand basic compatible unit calculation ♦ Master basic mathematic skills ♦ Master the use of basic calculation devices • 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 in different form of charges/fee including freight charges, security fee, local charges and destination charges 6.2 Apply mathematic skills for unit conversion ♦ Conduct weight or volume unit conversion ♦ Conduct monetary unit conversion for different currencies ♦ Conduct time conversion for international time zones ♦ 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 ♦ Understand the charges calculation in relationship to the packing types of cargoes

Common Unit of Competency (applicable in various functional areas)

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	This UoC is adopted from the Logistics UoC LOAFCN201A

Common Unit of Competency (applicable in various functional areas)

1. Title	Obtain license for freight operation and make relevant administrative arrangement
2. Code	LOCUCN204B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying license for freight operations and making relevant administrative arrangements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge about freight operating licenses ♦ Understand government requirements for establishing and operating a logistics company, such as registration of licenses, vehicles and ships ♦ Know about the government departments related to logistics operations, 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 license application ♦ Understand the necessity and importance of operating license ♦ Understand the application procedures for operating license 6.2 Obtain license for freight operation ♦ Handle issues related to local and overseas licenses and permits according to operational needs and requirements of the company: • Apply to organisations or departments concerned in writing • Complete application form obtained from organisations or departments concerned ♦ Prepare necessary information, documents or files for submission to organisations or departments concerned ♦ Inform organisations or departments concerned of any change in operational requirements according to instructions ♦ Renew the license or permit before it expires ♦ Obtain regularly information relevant to freight operating licenses and update information
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of mastering the arrangements for all kinds of licenses or permits necessary for the operations of the company; and (ii) Capable of obtaining information relevant to freight operating licenses and updating information; and renewing the licenses or permits before they expire
8. Remarks	This UoC is adopted from the Logistics UoC LOCUOM203A

Common Unit of Competency (applicable in various functional areas)

1. Title	Apply courier and express cargo concepts and knowledge
2. Code	LOAFCN203B
3. Range	This unit of competency is applicable to all kinds of logistics operators and courier and express companies. Practitioners serve courier and express cargo service to their customers directly or through express cargo companies. Practitioners should be capable to apply courier and express cargo concepts in dispatching services.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of courier and express cargo concepts ♦ Know about the basic concepts and development of courier and express cargo concepts ♦ Know about how to apply the basic concepts of courier and express cargo routing, point to point operation and different modes and standardisation, etc. ♦ Know about the courier and express documentation flows, work flow and standard business solutions for different routing, services and hub system operation, etc ♦ Know about the basic content of different route modes like premier, economic, post services, domestic pickup and delivery services, etc. ♦ Know about the advantages and disadvantages of using courier and express cargo service with different services application, countries, cities and another comparison of services of the company 6.2 Apply express cargo movement concepts ♦ Application of courier and express cargo movement concepts to coordinate the despatch of cargo as per customers' requirement ♦ Apply concepts to provide service details and ensure customers understand the company's service offering ♦ Apply concepts to lead customers to fill all required documents for courier and express cargo operation ♦ Know about the technical terms or basic clauses of courier and express cargo terms and condition and/or contract and explain to the customers on their positions and the company obligation ♦ Make use of the existing courier and express cargo modes to prepare the information required by the customers ♦ Explain and discuss with the customers about the differences, advantages and disadvantages of courier and express cargo service

Common Unit of Competency (applicable in various functional areas)

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply concepts and communicate to help the customers to handle and arrange the courier and express documents; and (ii) Capable to explain and communicate with customers as per company policy
8. Remarks	

Common Unit of Competency (applicable in various functional areas)

1. Title	Conduct calculation of courier and express charges based on the related dimension, currencies and time zones
2. Code	LOAFCN204B
3. Range	This unit of competency is applicable to all logistics companies and courier and express companies. Practitioners should be capable to apply knowledge to conduct conversion of dimension, currencies and time zones for compatible calculation of charges for courier and express cargo transaction.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Understand basic compatible unit calculation ♦ Know about the basic calculation skills on courier and express cargo transaction ♦ Know how to search equipment and information from the relevant websites ♦ Know how to apply express cargo related websites to search for equipment and information in express cargo transactions ♦ Know about the codes, abbreviations and jargons using in the courier and express cargo transaction like types of weight and measurement, currencies, foreign exchange rates, international time zone and any conversion requirements, etc. ♦ Know how to use different kinds of conversion tables and matrix ♦ Know how to use the basic calculation devices including calculator and computer application 6.2 Apply technical skills for unit conversion ♦ Perform weight or volume unit, monetary unit, time and any other conversion in the workplace ♦ Perform all types of conversion according to the company policy ♦ Perform conversion other trade language and terms into courier and express terms of the company ♦ Perform conversion and apply the information to complete the courier and express documents

Common Unit of Competency (applicable in various functional areas)

7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (i) Capable to understand the conversation calculation skills and devices to convert information and figures from one to another to suit the usage of the company in the courier and express cargo transaction; (ii) Capable to perform the conversion of all types of figures and information using in the courier and express cargo transaction; and (iii) Capable to coordinate and explain with the customers on the calculation of conversion to complete the courier and express cargo documents as per company policy
8. Remarks	

Unit of Competency - Operations Management

1. Title	Apply all kinds of freight information
2. Code	LOCUOM201B
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	Performance Requirements 6.1 Possess basic knowledge of freight information ♦ 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 research conducted by institutions, forecasts done by large organisations, 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 ♦ Understand the trade specification and how this influence the statistics data being collected ♦ Understand the product specification and how this influence the statistics data being collected 6.2 Apply all kinds of freight information ♦ Arrange for obtaining freight information regularly ♦ Browse freight information, master its nature and content involved, and save/file by category ♦ 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	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency - Operations Management

1. Title	Prepare checklists for operational processes
2. Code	LOCUOM202B
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	Performance Requirements 6.1 Possess basic knowledge of preparing checklists ♦ Understand the use and functions of checklist ♦ Understand the routine workflow and working procedures of logistics activities ♦ Understand the check point of the procedures and put control path ♦ Understand the requirement of the customers/company/trade specification and create control path ♦ Master the application of software and hardware for preparing checklists ♦ Master the working procedures of basic computer operation 6.2 Prepare checklists for operational procedures ♦ 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 ♦ Consider the actual situation and the needs of internal exchange and circulation of the checklists, 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. ♦ Create check point and standard ♦ Create appropriate management for delay, missing and illogical input of information and data

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to suggest on objective and feasible methods to measure or record logistics procedures; and (ii) Capable to compile checklists for respective logistics and transport activities to facilitate the recording of the activities.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Understand and implement basic environmental protection plan
2. Code	LOCUEP201B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing their tasks according to relevant environmental protection regulations (e.g. Hazardous Chemicals Control Ordinance (Cap.595)). Work involves the applying of basic environmental protection principles and regulations according to company's requirement during the course of workplace operations.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of environmental issues ♦ Know about with relevant environmental protection regulations ♦ Understand workplace instructions ♦ Understand the operations of logistics related industries 6.2 Understand relevant environmental issues in logistics operations, including: ♦ Potential risk of hazardous materials to the environment ♦ The impact of inefficient operations of equipment and engines on air pollution ♦ The importance of maintaining clean and tidy worksites ♦ Recycle concept and method of reducing waste ♦ Energy saving concept by switching off the lights and air-conditioning/ heating systems in workplaces whenever applicable 6.3 Minimise the effects of pollution in accordance with workplace instructions ♦ Conduct and organise routine checks to ensure emission control device is correctly operating ♦ Take precautions during equipment/vehicles cleaning to avoid polluting the environment ♦ Implement housekeeping procedures and environmental protection precautions during operations and maintenance ♦ Dispose wastes/rubbish in designated disposal bins
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of understanding relevant environmental issues in logistics operations; and (ii) Capable of applying basic knowledge of environmental protection plan to minimise the effects of pollution in accordance with workplace instructions
8. Remarks	

Unit of Competency - Operations Management

1. Title	Coordinate the work of company departments, business partners and contractors
2. Code	LOCUOM302B
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	Performance Requirements 6.1 Basic knowledge of coordinating company departments, business partners and contractors ♦ Understand the logistics and transport workflow and working procedures ♦ Know about the internal and external participants in all processes and working procedures ♦ Understand the rights and duties, characteristics, resources and structural limitations of the internal and external participants in all processes and working procedures ♦ Understand the concepts of internal customers and techniques for handling them ♦ Understand the importance of effective coordination to the overall operational flow ♦ Understand the principles and importance of teamwork ♦ Master good communication skills ♦ Analyse the workflow and working procedures that need coordination ♦ Analyse the rights and duties as well as interests of work participants that need coordination ♦ Analyse the resources for the work of coordination 6.2 Coordination of company departments, business partners and contractors ♦ Understand the relationship of the role of coordinator with the rights and duties of other participants ♦ Analyse from different perspectives ♦ Use communication skills and different ways to reduce communication problems ♦ Use communication skills and different ways to convey the message effectively ♦ Emphasise team spirit and the benefits of cooperation to reduce the differences of all parties

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the works that need coordination in order to obtain more information for preparing the communication; and (ii) Capable to use communication skills and different ways to communicate effectively so as to achieve the purpose of coordination.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Monitor the performance of contractors
2. Code	LOCUOM401B
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	Performance Requirements 6.1 Understand basic requirements for monitoring contractors ♦ 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 ♦ Understand the market and competitive position of the current subcontractors and their development ♦ Master the methodologies and techniques for measuring and analysing the key performance index ♦ Master the process and criteria for formulating the key performance index and the standard operational procedures ♦ Understand the function of penalty clause of the contract and their implementation procedures ♦ Understand the legal obligation and bounding between subcontractors, company and even the customers ♦ Understand the application of methods and tools to measure and analyse the major key performance indicators ♦ Master the methodologies and techniques in basic statistics and quantitative analysis ♦ Master the methodologies, means and techniques for collecting and reporting information and data

	6.2 Monitor the performance of contractors ♦ Formulate the key performance indicators and the standard operational procedures according to customers' requirement, company policy and requirement, contract terms and provisions ♦ Establish appropriate mechanism and process to measure and analyse relevant information and data; work out the figures of the key performance indicators and review periodically ♦ Regular measure and collect the data of the key performance indicators and the standard operational procedures and report them to superiors at intervals and at stages according to contract terms and provisions ♦ Establish feedback mechanism between all parties to ensure smooth cooperation ♦ 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, physical observation and audit systems ♦ Proceed audit ♦ If multiple suppliers involved, understand and establish a unique service standard ♦ Understand and establish consistent service standards if a number of contractors are employed ♦ 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 ♦ List related the market changes and trends for analysis and comparison
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to compile reports to illustrate the performance of contractors to the management and made appropriate recommendations according to actual situation
8. Remarks	

Unit of Competency - Operations Management

1. Title	Design and prepare tenders
2. Code	LOCUOM402B
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	Performance Requirements 6.1 Possess the knowledge of designing and preparing tenders ♦ Understand the resources, capability and strengths of the company ♦ Understand the company's participation in different processes of the logistics and express operation ♦ Understand the special technological requirements in different processes stated in the tender, such as specified professional qualifications, updated technologies and application, trade standards and licenses, etc. ♦ Understand the requirements of individual projects ♦ Understand the actual situation of the market for logistics and express services and relevant providers ♦ Understand the concepts of insurance, tender documents and tenders ♦ Knowledge of new technologies development and implication to enhance service coverage and competitive advantage of the company ♦ Understand how to apply tender format and layout ♦ Master how to apply the general trade terms, abbreviations, and technical terms of the logistics industry and understand some legal terms related to the industry 6.2 Design and prepare tenders ♦ Carefully read the detailed requirements stated in the tender documents for individual projects; analyse 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 organisation of all parts ♦ Examine the whole tender to ensure that all the requirements are met

Unit of Competency - Operations Management

	♦ Emphasise the company's strengths in the tender so as to increase the chance of winning the bid ♦ Study and include the new proposed technologies to support and provide value added service and most advanced solutions to the customers ♦ Collaborate with other departments (IT, operations) to introduce the advantages and disadvantages of new technologies and applications
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (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 organisation of all parts
8. Remarks	

Unit of Competency - Operations Management

1. Title	Prepare RFQ (Request For Quotation), RFP (Request For Proposal), Tender document
2. Code	LOCUOM403B
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 RFQ/RFP/Tender documents to superiors, business partners or customers.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Master knowledge and techniques of preparing proposals ♦ Understand the problems or projects to be dealt with by the Request for Quotation (RFQ)/Request for Proposal (RFP)/Tender documents ♦ Understand the target audience of the RFQ/RFP/Tender documents ♦ 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 ♦ Understand the techniques of preparing proposals and have good writing skills ♦ Understand the application of the format and layout of a proposal abbreviations, and technical terms of the logistics industry and understand some legal terms related to the industry 6.2 Prepare proposals ♦ Collect background information, documents and data relevant to the project, including concepts, plans, expenditures and identification of means of collecting information ♦ Analyse the focus of a project or a problem ♦ Analyse the benefits of the proposed project brought to the company

Unit of Competency - Operations Management

	♦ Prepare the details of the RFQ/RFP/ Tender documents 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 RFQ/RFP/Tender documents
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to collect information and data, to analyse the projects or unsolved problems and to make recommendations accordingly; and (ii) Capable to work with other departments or partners to prepare RFQ/RFP/Tender documents and formulate implementation plans
8. Remarks	

Unit of Competency - Operations Management

1. Title	Represent the company to perform obligations in trade associations and liaise with relevant organisations
2. Code	LOCUOM404B
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 organisations.
4. Level	4
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of trade associations and relevant organisations ♦ Understand the development and status of the industry ♦ Understand the concepts 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 organisations ♦ Understand the obligations, commitment and contribution required as an enterprise of joining the above-mentioned organisations ♦ Master the channels or mechanisms for collecting staff views ♦ Master the development direction of the industry and conflict of interest among individual association ♦ Understand the new policies of the present or future government and their merits and demerits, and the impact on the industry or the company 6.2 Perform obligations in trade associations and liaise with relevant organisations ♦ 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/organisations 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 stakeholders

Unit of Competency - Operations Management

	♦ Represent the company and relevant organisations to review the market direction and trend to build the best, fair and healthy market competitive environment ♦ Express opinions to the outsider based on the interests of the company ♦ Maintain liaison with relevant organisations and groups, and share their views ♦ Write a proposal or position statement ♦ Respond to enquiries and criticisms from members, external bodies and the media ♦ Attend the activities or ceremonies of relevant organisations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 its activities and express the views as a member and its responsibilities; and (iii) Capable to establish bilateral communication channels, collect comment from staff of management and all other levels, act as the bridge between the company staff and the trade associations
8. Remarks	

Unit of Competency - Operations Management

1. Title	Settle labour disputes in a company
2. Code	LOCUOM405B
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	Performance Requirements 6.1 Possess the knowledge of labour disputes ♦ 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 employment law, such as “Labour Relations Ordinance” and updated relevant regulatory requirement ♦ Understand the coordination of human resources management and operating capability ♦ Understand the concepts and theories of human resources management and industrial relations ♦ Master the methodologies and techniques for analysing labour disputes, including their background and causes ♦ Understand the terms and conditions of the employment contract ♦ Understand the compensation and related scheme for different types of employment contracts ♦ Understand the concepts of trade unions, workers’ campaigns and labour relations ♦ Understand basic negotiation skills ♦ Skills of collecting updated rules and regulations, unions’ activities and related information and share among the company ♦ Establish proper employment history and record of individual ♦ 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 services

	6.2 Handle labour disputes ♦ Analyse possible development of the disputes and the consequences ♦ Analyse the short- and long-term impact on the company if the disputes cannot be settled timely ♦ Analyse the benefits or staff conflicts caused by the disputes ♦ Understand the stance and the bottom line of the company management ♦ Understand and analyse 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 minimise 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 ♦ Communicate with all departments to establish good working relationship and proper employee's history and record ♦ Provide updated regulatory training to all level of supervision staff on handling dispute and avoiding conflict among the team
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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	

Unit of Competency - Operations Management

1. Title	Establish technical indicators for logistic machinery equipment
2. Code	LOCUOM406B
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	Performance Requirements 6.1 Knowledge of managing logistics machinery equipment ♦ Master the types and functions of logistics machines ♦ Master the concepts 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 analysing 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 6.2 Establish technical indicators for logistics machinery equipment ♦ Select appropriate technical indicators for different types of logistics machines ♦ Formulate some basic technical indicators, such as, failure rate, utilisation period, availability rate, idling rate and cost effectiveness ♦ Formulate specific technical indicators for a certain type of logistic machine ♦ Analyse the validity of technical indicators ♦ The validity of using and analysing 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Formulate technical indicators according to the logistics machinery in possession and the business policy of the company so as to maximise the utilisation 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	

Unit of Competency - Operations Management

1. Title	Monitor the performance of suppliers
2. Code	LOCUOM407B
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	Performance Requirements 6.1 Basic requirements for monitoring suppliers ♦ Understand the concepts 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 analysing the items and tools ♦ Understand the procedures and criteria for evaluating the quality of items and tools ♦ 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

Unit of Competency - Operations Management

	6.2 Monitor the performance of suppliers ♦ 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 ♦ 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	The integrated outcome requirements of this unit of competency are: (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 (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
8. Remarks	

Unit of Competency - Operations Management

1. Title	Apply simulation technique to test efficiency of operation
2. Code	LOCUOM408B
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 analyse 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	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of simulation technique for testing ♦ Understand the standard logistics mode of the company, such as the procedures of loading, access and transport ♦ Understand the latest mode of operation of the industry and its major advantages and disadvantages ♦ Understand the application of software of modelling analysis in the market ♦ Master the concepts, theories and techniques of Workflow Analysis and Work Study ♦ Master the concepts of statistics, probability and distribution of various kinds of data ♦ Know the judgement and usage of the result generated from the software of modelling analysis ♦ Make plans for various long-term repetitive logistics procedures and compare the efficiency and costs of different operation modes so as to optimise the logistics procedure ♦ Know KPI setup and measurement criteria of the market and industry 6.2 Apply simulation technique to test operation ♦ 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 ♦ Acquire suitable computer software for modelling operation ♦ Try modelling operation based on different assumptions or mathematical modelling types ♦ Use the result of simulation operation to analyse whether the efficiency has been improved ♦ Apply KPI measurement for each critical area to ensure the compliance ♦ Apply KPI to maintain the performance and consistence of operations

Unit of Competency - Operations Management

	performance ♦ Apply KPI report to identify the problem areas and improvement areas of the operations 6.3 Describe outcomes ♦ Use the outcomes to describe the actual effectiveness of logistics substitution solution ♦ Define ideal substitution solution ♦ Compile report to describe outcomes
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to work out simulation operation for complex logistics procedures; (ii) Capable to use computer software for simulation operation and analyse the result; and (iii) Capable to compile reports to illustrate the result of analysis.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUOM408A and LOCUOM417A

Unit of Competency - Operations Management

1. Title	Implement contingency procedures on emergency
2. Code	LOCUOM410B
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 minimise 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	Performance Requirements 6.1 Knowledge of contingencies ♦ 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 6.2 Implement contingency procedures ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to implement contingency procedures for different situations; and (ii) Capable to implement relevant process correctly according to the contingency procedures.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Implement financial analysis and cost control
2. Code	LOCUOM411B
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	Performance Requirements 6.1 Knowledge of financial analysis and cost control ♦ 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. 6.2 Implement financial analysis and cost control ♦ Formulate system and workflow for the financial statement of the company, and collect financial information regularly ♦ Analyse financial and business situation of the company ♦ Calculate and analyse financial ratios, such as profitability and liabilities ratio ♦ Monitor change of different costs ♦ Analyse 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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	

Unit of Competency - Operations Management

1. Title	Check and enhance transport efficiency
2. Code	LOCUOM413B
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	Performance Requirements 6.1 Possess the knowledge of transport efficiency ♦ Understand the concepts and measurement of transport efficiency ♦ Understand major tools for transport and their operation, such as carrier, power or fuel, loading/unloading, berthing, etc Master cost-effectiveness analysis and income management ♦ 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 ♦ Understand different KPIs on helping the management of operations efficiency both on cost, workflow, people and other key areas. ♦ Understand the market stand and comparison for decision making and action by the company ♦ Master the basic analytical method of operational research and statistics ♦ Master the concepts of cost effectiveness ♦ Master the principles, methods and techniques for checking transport efficiency ♦ Master the principles, methods and techniques for measuring and calculating transport efficiency 6.2 Check and enhance transport efficiency ♦ Collect data relevant to transport efficiency, such as various types of cost, under-utilisation, 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 ♦ Analyse 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

Unit of Competency - Operations Management

	♦ 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 ♦ Develop KPI reports to measure the operation performance ♦ Based on KPI results to identify problem areas and improvement areas in short-, mid- and long-term one ♦ Use KPI reports to develop focus training for operations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to select suitable and effective performance indicators as basis of transport efficiency measurement or calculation; (ii) Capable to analyse and assess the transport efficiency of the company; and (iii) Capable to compile reports to illustrate the feasibility of enhancing transport efficiency
8. Remarks	

Unit of Competency - Operations Management

1. Title	Establish and maintain relationship with business partners
2. Code	LOCUOM414B
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	Performance Requirements 6.1 Understand different forms and types of corporation with business partners ♦ Master the concepts 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 importance of communicating and sharing information with business partners ♦ Understand the capability and performance of business partners on their own position and multiple areas ♦ Understand the role of business partners in the logistics and supply chain ♦ Understand the competitiveness and development trends of individual business partner in the market 6.2 Establish relationship with business partners ♦ 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 ♦ Make commitment of service quality and key performance indicators of each sections among operations ♦ Establish bridge with all levels of staff of business partners ♦ On site observation and regular visits to ensure the compliance of requirement on all levels of staff ♦ Regular review and key performance indicators setup, agree and comply with. ♦ 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

Unit of Competency - Operations Management

	♦ Establish good communication channel to share market/corporate information with business partners ♦ Participate in both formal and informal activities held by business partners ♦ Design corporate souvenirs as gifts to business partners
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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 (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.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Manage process of calling for tenders
2. Code	LOCUOM415B
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	Performance Requirements 6.1 Knowledge of calling for tenders ♦ 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 6.2 Manage process of calling for tenders ♦ 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 ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to answer tendering questions raised by parties that are interested in the tender; and (ii) Capable to conduct and manage the process of calling for tenders according to procedures formulated by the company.
8.Remarks	

Unit of Competency - Operations Management

1. Title	Renew, terminate and conclude a contract with contractor/supplier
2. Code	LOCUOM416B
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	Performance Requirements 6.1 Knowledge of contract management ♦ Understand the legal implication of a contract, its functions and the principles of drawing up a contract ♦ Understand the concepts 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 6.2 Arrangements for renewing or concluding a contract with contractor/vendor ♦ 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 ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to collect objective information and data, and to summarize or evaluate the enforcement of a contract; and (ii) Capable to renew, terminate and conclude a contract with contractor/vendor according to the business policy and development strategies of the company.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Determine the suitable aircraft and goods for delivery
2. Code	LOAFOM401B
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	Performance Requirements 6.1 Possess the relevant knowledge of air cargo handling ♦ Understand the classification of goods including: • Break-bulk & consolidation • Appearance and label information of goods • Dangerous, fresh and perishable, and special goods, etc. ♦ Understand aircraft related knowledge including: • 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 • Requirements concerning the location for placing goods • Form of cabin division and its location ♦ Understand information about goods that need to be handled: • Size and weight • Pallet and unit load device type • Volume • Type and package of goods • Other regulations or conditions ♦ Understand point of departure, destination, transhipment required at entrepot, and estimated arrival time of goods 6.2 Analyse and determine combination of aircraft type and goods ♦ 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

Unit of Competency - Operations Management

	♦ 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 DG ♦ 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	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency - Operations Management

1. Title	Handle freight problems caused by delay or cancellation of flights
2. Code	LOAFOM403B
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	Performance Requirements 6.1 Possess the relevant knowledge of delay or cancellation of flights ♦ 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. 6.2 Handle freight problems caused by delay or cancellation of flights ♦ Acquire preliminary information about the incident and the extent of its influence ♦ Analyse 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 ♦ 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. ♦ Analyse 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to handle freight problems caused by delay or cancellation of flights effectively according to the actual situation and company's procedures, minimising loss suffered by the company and customers.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate local operation strategies
2. Code	LOCUOM501B
3. Range	This unit of competency is applicable to companies of sea freight, air freight, express and relevant operators. Practitioners should be capable to analyse thoroughly the local factors to formulate local operation strategies.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of local operation strategies ♦ Understand local operations strategies and market practice ♦ Understand the current and future changes of the economic scale and characteristics of the services in the district ♦ Understand the current and future changes of the economic development and cargo handling needs of the district ♦ Understand the current and future changes of the politics and social culture of the local district ♦ Understand the current and future changes of the local government's policies on logistics, infrastructure and investment ♦ Understand the current and future changes of the goods sources, types and values of products in local district ♦ Understand the business environment and restrictions of the district on market participation ♦ 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 ♦ Understand the relationship between logistics solutions and operation policy ♦ Understand airlines, major traders and related governing developments and association on their future plan, trend and development ♦ Understand the local technical change and potential impact to the logistics development ♦ Master the transportation, wharf warehousing, distribution, IT infrastructure and manpower training of the local district and cross influence of different districts ♦ Understand the macro environmental changes, customers development trend and competitors' direction in the district ♦ 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 ♦ Master the use of analytical tools such as statistical methods and

Unit of Competency - Operations Management

	operations analysis ♦ Understand quality improvement tools and techniques to achieve continuous improvement of effectiveness and efficiency. 6.2 Formulate local operation strategies ♦ Collect data and information on internal and external business environment ♦ Analyse data and information ♦ Analyse and assess the company's strengths, weaknesses, opportunities and threats ♦ Analyse and assess the direction of the short-, mid-, and long-term development of the company ♦ Analyse and assess governmental restrictions on operation, such as licensing, fees and environmental protection, in the local district ♦ Establish different strategic operation directions ♦ Analyse and assess the advantages of different operation strategies and the resources thus required ♦ Formulate appropriate business management policies 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 6.3 Review local operational strategies ♦ Make use of the district operation strategies to meet the needs of customers if the company has global or regional operation strategies in place ♦ For any global or local operational strategies implemented by the company, local operational strategies should be followed ♦ Establish key performance indicators (KPIs) and reports to evaluate and assess the results for further adjustment ♦ Compile reports to illustrate district operation strategies
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse thoroughly the factors for formulating local operation strategies and corporate business policy, and recommend appropriate operation strategies; (ii) Capable to create measurement tools and reports and review local operations strategies; and (iii) Capable to compile reports to illustrate local operation strategies.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUOM501A and LOCUOM518A

Unit of Competency - Operations Management

1. Title	Formulate regional operation strategies
2. Code	LOCUOM502B
3. Range	This unit of competency is applicable to sea freight, air freight, express and relevant operators. Practitioners should be capable to analyse thoroughly the regional factors to formulate regional operation strategies.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of regional operation strategies ♦ Understand regional operation strategies, market practices and corporate strategies of the company ♦ Understand the current and future changes of economic scale and characteristics of the services in the region ♦ Understand the current and future changes of local economic development and logistics practices ♦ 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 ♦ Understand service providers, airlines and major traders on their development plan and trend ♦ 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 ♦ Understand the relationship between regional logistics solutions and operation policies ♦ Understand the local technical change and potential impacts to the logistics development ♦ Master the transportation, wharf warehousing, distribution, IT infrastructure and manpower training of the region ♦ Master the company's connection with partners, agents and operators in the region ♦ Master the calculations of time, space and cost in the region ♦ Master the use of analytical tools such as statistical methods and operations analysis ♦ Understand the trade agreements and development between countries to avoid double taxes and investment, etc.

	♦ Understand the barriers, substitutions, new entrants and upstreams/downstreams relationships and development trends of the region 6.2 Formulate regional operation strategies ♦ Collect data and information on internal and external business environment ♦ Analyse data and information ♦ Analyse and assess the company's strengths, weaknesses, opportunities and threats ♦ Analyse and assess the direction of the short-, mid-, and long-term development of the company ♦ Analyse and assess governmental restrictions on operation, such as licensing, fees and environmental protection, in the region ♦ Establish different strategic operation directions ♦ Analyse 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 ♦ Establish key performance indicators and reports to assess the effectiveness and efficiency of the strategies 6.3 Review regional operation strategies ♦ 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 ♦ Apply key performance indicators and measurement tools regular audit strategies ♦ Identify improvement areas and make adjustment ♦ Compile reports to illustrate regional operation strategies
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse thoroughly the factors for formulating regional operation strategies and corporate business policy, and recommend appropriate operation strategies; (ii) Capable to establish key performance indicators and reports to review regional operation strategies; and (iii) Capable to compile reports to illustrate regional operation strategies.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUOM502A and

Unit of Competency - Operations Management

	LOCUOM519A

Unit of Competency - Operations Management

1. Title	Formulate recruitment strategy
2. Code	LOCUOM503B
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	Performance Requirements 6.1 Possess the knowledge of human resources and recruitment ♦ Understand the conditions of human resources and market supply and demand ♦ Understand the concepts, functions, methods and channels 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 license ♦ Understand the human resources requirements of various working procedures and the market situation ♦ Understand recruitment-related legislations and guidelines such as Equal Opportunities Ordinance ♦ Understand the shift of labour force, company development plan and market shift of technology, cargo origin, needs of knowhow/skills set. ♦ Master the workflow arrangement of recruitment 6.2 Formulate recruitment strategy ♦ Analyse short- and long-term requirements for different job positions ♦ Analyse 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 external behavioural test to capture in deep potential of candidates

Unit of Competency - Operations Management

	♦ Select appropriate remuneration and benefit arrangements ♦ Compile reports or guidelines to illustrate the recruitment strategy
7.Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to compile reports or guidelines to illustrate the recruitment strategy.
8.Remarks	

Unit of Competency - Operations Management

1. Title	Formulate on-the-job training plans for staff
2. Code	LOCUOM504B
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	Performance Requirements 6.1 Understand on-the-job training plans for staff ♦ Understand the concepts, modes, learning, and functions of training ♦ Understand the training needs of different job levels and posts ♦ 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 ♦ Understand the importance of staff assessment and their career path ♦ Know about the importance of staff training in the enterprise ♦ 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 employment trend and development on training requirement like outdoor team building, wargame, DiSC, MBTI, NLP, etc. 6.2 Establish on-the-job training for logistics staff ♦ Analyse and stipulate legal requirements on training needs ♦ Analyse and stipulate for the enterprise training standards required by organisations of the industry ♦ Analyse 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 ♦ Evaluate the team building, leadership enhancement, trainers and other potential internal training ♦ Notice and evaluate whether the services provided by the regulators, institutions and professional societies meet the training objectives of the company

Unit of Competency - Operations Management

	♦ 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 ♦ Assess the staff with pre-training, during training, and post-training assessment to ensure the training to meet the requirements of the company ♦ Formulate suitable training plans in accordance with the operation and development direction of the company 6.3 Review ♦ Collect feedback from the trainee on their personal comment on the training ♦ Collect regularly on the feedback and comment of the training ♦ Identify the improvement areas for the training plan ♦ Compare and assess the advantages and disadvantages of internal and external training ♦ Promote rewarding mechanism and endorse the different levels of achievements and contributions ♦ Provide effective proposal to enhance the on-the-job training plan and development ♦ Compile reports or guidelines to explain the on-the-job training plan ♦ Based on the training results of teaching and learning to establish targets
7.Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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; (ii) Capable to collect regular feedback of the training plan for review the on-the-job training plan; and (iii) Capable to compile reports or guidelines to illustrate the on-the-job training plans.
8.Remarks	This UoC is adopted from the Logistics UoCs LOCUOM504A and LOCUOM521A

Unit of Competency - Operations Management

1. Title	Plan project management operation
2. Code	LOCUOM505B
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	Performance Requirements 6.1 Possess the knowledge of logistics operation and project management ♦ Be familiar with various procedures, special technical requirements, professional qualifications or licenses 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 ♦ Understand KPI measurement and tools during project management ♦ Understand market situation on KPI requirement and measurement ♦ Understand the development skills and philosophy of KPIs for the company and its customers to enhance value ♦ Master the methods and techniques of project management • 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 6.2 Formulate project management operational plans ♦ Analyse the workflow and working procedures of logistics projects ♦ Analyse the operation and timeline requirements of an individual logistics project ♦ Analyse 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: • 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

Unit of Competency - Operations Management

	♦ Compile internal and external KPI reports on project management operational plans ♦ Use KPI results to manage and enhance project efficiency and effectiveness ♦ Develop and apply new KPI during the project cycle to enhance the completion date and cost
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to compile reports on project management operational plans.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Plan a tender
2. Code	LOCUOM506B
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	Performance Requirements 6.1 Possess the knowledge of bidding for the supply of logistics and freight services ♦ 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 licenses, etc. ♦ Understand the actual situation of the market for logistics service providers ♦ Understand the planning, setting and importance of KPI on the measurement of performance of critical areas 6.2 Plan a tender ♦ Carefully read the detailed requirements in the tender documents for an individual project; analyse and understand the special technological requirements and the need for special services ♦ Analyse and assess whether the company alone can complete the project according to the special technological requirements ♦ Assess the resources required to complete the project ♦ Assess the need to include other service providers in the tender so as to increase the chance of winning the bid ♦ Analyse 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 ♦ Develop KPIs for the key areas

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Analyse 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 (ii) Analyse 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.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate tendering strategy
2. Code	LOCUOM507B
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	Performance Requirements 6.1 Possess the knowledge of tendering for logistics and transport services ♦ Understand the special technological requirements in different processes, such as specified trade standards, professional qualifications and licensing, etc. ♦ Understand the tendering procedures and requirements ♦ Understand the company's policy, equipment and tools, abilities and capabilities on different services areas ♦ 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 actual situation of the market for service providers ♦ Understand the methods and techniques for designing and compiling tendering documents ♦ Understand the legislations relevant to tendering ♦ Understand the usage of different systems to minimise errors and time consuming on clerical works ♦ Master the ways of tendering, such as invited tender or open tender 6.2 Formulate tendering strategy ♦ Analyse 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

Unit of Competency - Operations Management

	♦ 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 ♦ Establish key performance indicators on each level of operations and their compliance
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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; (iii) Capable to establish key performance indicators to measure the results and returns; and (iv) Capable to compile reports to illustrate the formulation of the tendering strategy.
8.Remarks	

Unit of Competency - Operations Management

1. Title	Assess the tenders from potential contractors
2. Code	LOCUOM508B
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	Performance Requirements 6.1 Possess the knowledge of assessing contractors ♦ Understand the business operation and market conditions of the industry ♦ Understand the scope, terms and details of contracts ♦ 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 ♦ Understand logistics and freight transport market environment and trend ♦ Understand the business policy and development strategy of the company ♦ Understand proposed tender specifications, including the terms in respect of service requirements, insurance coverage payment arrangements and termination of contract ♦ Understand the strength and weaknesses of each potential subcontractors and their direction in short, mid and long term basis ♦ Master the company's policies and guidelines for outsourcing, including tendering procedures, tender assessment and selection criteria ♦ Master ICAC's guidelines on prevention of corruption and other relevant code 6.2 Assess the tenders of contractors ♦ Select the tender in the interests of the company according to company policies, and assessment and selection criteria ♦ Examine the information and content of tenders ♦ Interview or contact potential contractors so as to understand the content of tenders ♦ Assess the past experience and performance of potential contractors as part of selection criteria ♦ Listen to the presentation of tenders by potential contractors ♦ Ask potential contractors to submit additional information or proofs ♦ Select tenders according to the content, the assessment criteria or the point system

Unit of Competency - Operations Management

	♦ 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 ♦ Negotiate with contractors in response to their quotations ♦ Develop proper key performance indicators and measurement tools to reflect the performance of each contractors ♦ Compile reports to illustrate the selection of contractors ♦ Educate each level of staff on the ethical and legal obligation on the performance evaluation of the contractors ♦ Establish evaluation criteria and compliance of the contractors and implement to all level of staff
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Analyse 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; (ii) Select tenders according to the content, the assessment criteria or the point system; compile reports to illustrate the mechanism for selection of contractors; and (iii) Establish key performance indicators and measurement tools for both internal and external compliance
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate human resources strategy
2. Code	LOCUOM509B
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	Performance Requirements 6.1 Knowledge of human resources strategy ♦ Understand the concepts 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 ♦ 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 ♦ Understand the short-, mid- and long-term development plans and operation strategy of the company ♦ Analyse the staff wastage of the company ♦ Analyse 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

Unit of Competency - Operations Management

	♦ 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	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency - Operations Management

1. Title	Establish logistics mechanical equipment management system
2. Code	LOCUOM510B
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	Performance Requirements 6.1 Possess the knowledge of logistics mechanical equipment management ♦ Understand types and functions of the logistics mechanical equipment ♦ Understand the operation policy of the company ♦ Understand the importance and degree of utilisation of the logistics mechanical equipment in logistics operation ♦ Understand the concepts 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 ♦ Understand the requirements on logistics mechanical equipment operation regarding licensing, legislations, occupational safety and health, environmental protection, industrial standards, etc. ♦ Use measurement tools to record the history for future enhancement plan like GANTT Chart, Control Chart…. ♦ Understand the usage of data to identify the root causes of problem for the company future planning 6.2 Logistics mechanical equipment management system ♦ Establish organisational 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.

Unit of Competency - Operations Management

	♦ Plan the management process of the logistics mechanical equipment from purchase, operation to write-off and related issues ♦ 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 ♦ Establish KPI of each logistics mechanical equipment according to company's requirement and targets ♦ Establish KPI reports to identify the problem areas and root causes ♦ Communicate with the concerned parties for preventive action ♦ Recommend short-, mid- and long-term improvement plan to the company ♦ Establish effective inspection system to minimise 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	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to compile reports to illustrate to parties or organisations concerned the functions and operation of the logistics mechanical equipment management system
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate acquisition plans for asset-typed equipment
2. Code	LOCUOM511B
3. Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to suggest effective solution and formulate asset-typed equipment acquisition plan to optimise cost effectiveness and for the long-term development of the company.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of asset-typed equipment acquisition ♦ Understand the logistics or transport equipment of an asset type ♦ Understand ways and channels of acquiring the equipment, e.g. purchase, on hire, hire-purchase, etc. ♦ Understand the management and use of short- and long-term loans to make the equipment investment management cost effective ♦ Understand the current and market development in technologies and needs ♦ Master the management concepts of equipment investment ♦ Master the calculation of equipment cost and return ♦ Understand the calculation of data of the internal rate of return, payback period, etc. 6.2 Formulate acquisition plans for asset-typed equipment ♦ 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 ♦ 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 ♦ Evaluation of return of investment from different viewpoint like technological changes, customers requirement and plan, lifecycle of customers/equipment/ output products ♦ 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply different asset-typed equipment acquisition to analyse and calculate the costs and returns of different asset-type 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	

Unit of Competency - Operations Management

1. Title	Formulate strategy to bargain with business partners
2. Code	LOCUOM512B
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	Performance Requirements 6.1 Possess the knowledge of strategy to bargain with business partners ♦ Understand the company's policy and position with each individual business partners ♦ Know about the concepts 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 logistics and supply chain ♦ Understand the competitiveness of the business partner in the market and the price level ♦ Master the concepts and techniques of bargaining and demand and supply theory ♦ Master the techniques of contract negotiation 6.2 Formulate strategy to bargain with business partners ♦ 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

Unit of Competency - Operations Management

	♦ 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 ♦ Create key performance indicators for their compliance with commitment and terms
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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; (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; and (iii) Capable to establish key performance indicators and measurement tools to ensure the compliance of service and charges level with reasonable compensation scheme
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate vehicle fleet management strategy
2. Code	LOCUOM513B
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	Performance Requirements 6.1 Possess the knowledge of vehicle fleet management ♦ 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 ♦ Understand the workflow of vehicle fleet operation ♦ Understand the demand of customers with different industries and products ♦ Understand the service pattern of current customers of the company like delivery time frame, period, nature of cargo, etc. ♦ Understand different types of KPI that can help to reflect the measurement and management of the fleet performance ♦ Master the arrangements for vehicle depreciation, abandonment, replacement and realisation 6.2 Formulate the strategy of vehicle fleet management ♦ Analyse the risks of finance and fixed assets investment ♦ Analyse the operational cost of vehicle fleet management ♦ Analyse the utilisation rate and future need of the vehicle fleet ♦ Analyse the considerations in operating the vehicle fleet, including: ♦ 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

Unit of Competency - Operations Management

	♦ 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 ♦ Establish KPI requirement according to company's and customers' requirement ♦ Compile reports to illustrate the vehicle fleet management strategy ♦ Develop KPI reports to reflect the performance and identify key problem areas for future improvement ♦ Continuously study new KPIs to increase company's competitiveness and cost effectiveness
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply the knowledge of fleet management to analyse and assess the role of the vehicle fleet in the operation and development of the company to establish fleet management strategies; and (ii) Capable to review regularly key performance indicators to enhance the competitiveness and cost effective of the company
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate crisis management strategy
2. Code	LOCUOM514B
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	Performance Requirements 6.1 Knowledge of crisis management ♦ Understand crisis management concepts ♦ 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 6.2 Formulate crisis management strategy ♦ 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to establish a mechanism and crisis management team for the staff to understand how the company handles crisis
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate customer relationship management strategy
2. Code	LOCUOM515B
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	Performance Requirements 6.1 Possess the knowledge of customer relationship management ♦ Understand the services and operation mission of the company ♦ Understand the importance of customer relationship management to the company operation ♦ Master marketing control concepts and techniques ♦ Master sales performance measuring methods and techniques ♦ 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 ♦ Understand the market trend and the customer classification ♦ 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 ♦ Understand different customer service management system in the market and their advantages and disadvantages ♦ Understand sales performance measurement tools and techniques ♦ Analyse relationship between customer relationship and market share • Customer penetration rate • Customer loyalty • Customer selection • Price selection 6.2 Formulate customer relationship management strategy ♦ 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

Unit of Competency - Operations Management

	♦ Make good use of the customer relationship management strategy to improve business ♦ Formulate strategies to enhance customer loyalty ♦ Establish key performance indicators and measurement tools to ensure the efficiency and effectiveness of the strategies and plan ♦ Review the customer relationship strategy regularly and formulate effective solutions during downturn ♦ Discuss customer relationship management problems and solutions with respective departments ♦ Analyse account management status of different customers ♦ Compile reports to illustrate the customer relationship management strategy ♦ Discuss both internal and external parties to ensure the suitability and capabilities of the current strategies
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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; (ii) Capable to compile reports to illustrate the customer relationship management strategy; and (iii) Capable to develop key performance indicators to capture the result of the customer service relationship management strategy
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate contingency procedures on emergency
2. Code	LOCUOM516B
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 minimise 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	Performance Requirements 6.1 Understand contingencies affecting service efficiency of logistics operation ♦ 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 concepts and techniques of crisis handling ♦ Understand the manpower, resources, organisation and forms of instruction or guidelines needed in handling crisis ♦ Understand the effects of short-, mid- and long-term on the business operation ♦ Understand the importance of effective communication when contingencies occur 6.2 Formulate contingency plans ♦ Analyse the contingency type, the chance to occur and its effects on the company and cargo transport operation ♦ Analyse 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: • Avoid or minimise the effects of the contingency on the service and efficiency of operation • Supply timely and correct information to business partners and operational units affected • Minimise 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 analyse views of the departments and parties affected ♦ Compile contingency plans ♦ Plan drills or training activities accordingly ♦ Collect and analyse effects and feedback afterwards in order to review and improve the contingency plans
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency - Operations Management

1. Title	Release industry-related information and business reports
2. Code	LOCUOM517B
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	Performance Requirements 6.1 Understand industry-related information and business reports ♦ 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 ♦ Knowledge of sources to capture the most market resources, condition of the industry ♦ Establish the details and insight captured from the market for better decision-making of the company 6.2 Release industry-related information and business reports ♦ Analyse the status of the company in the industry ♦ Analyse type and nature of information to be released ♦ Analyse the purposes and anticipated effects of information to be released ♦ Analyse audience's background to see if they are familiar with the operation of the industry or have interest involved ♦ Analyse 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 contents of the industry-related information and business reports ♦ Ensure correct information to recipients effectively

Unit of Competency - Operations Management

	♦ Analyse the best and efficient methods to capture the market information ♦ Establish analyse tools to interpret the market information to help the decision-making of the company
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the content, purposes and predicted feedback of the industry-related information for selecting as part of the industrial related messages and business report; and (ii) Capable to select effective channels to release effectively industry-related information and business reports in accordance with the company policy.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate standard operational procedures for internal logistics
2. Code	LOCUOM518B
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	5
5. Credit	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of standard operational procedures ♦ Understand the concepts, 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 and data and capital ♦ Understand the area in handling capital ♦ Understand the quality compliance of operations and its impact to the company and customers ♦ 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 ♦ Understand the setup criteria of KPI according to company's and customers' requirement 6.2 Formulate standard operational procedures for internal logistics ♦ Analyse procedures and steps relevant to the logistics or transport operation ♦ Analyse 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

Unit of Competency - Operations Management

7.Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to analyse the standard operation procedure for internal logistics and transport activities and procedures, use it as the basis of operational standard to formulate the standard operation procedure.
8. Remarks	This UoC is adopted from the Logistics UoC LOCUOM412A. The QF level is adjusted from level 4 to level 5.

Unit of Competency - Operations Management

1. Title	Capital and financial management
2. Code	LOCUOM519B
3. Range	This unit of competency is applicable to air and sea freight forwarders, courier and express companies. Practitioners should be capable to master knowledge of financial management, and can analyse the questions of different types of financial reports. Can also formulate financial management solution according to the foundation to help the enterprises to achieve the greatest effect on financial aspect.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of financial management and related matters ♦ Understand the flow and procedures of freight and logistics operations ♦ Understand funds and financial management matters in the freight and logistics industry ♦ Understand the concepts of financial management, including: • The goals of financial management • Functions of the financing market ♦ Master the concepts, tools and methods of financial statement analysis, including: • Balance Sheet • Income statement • Cash Flow Statement and ratio analysis • Forecast report • Financial planning and forecasting ♦ Understand the concepts and methods of asset budgeting, including: • Investment rules • Net present value method • Repayment period method • Internal rate of return method • Profitability Index ♦ Understand calculation of cash flow of a project, including: • Related cash flow • Incremental cash flow • Operating cash flow ♦ Understand the concepts and analysis of risk and return, including: • Idiosyncratic risks and non-systematic risk • Identify the relationship between risk and expected return

Unit of Competency - Operations Management

	6.2 Formulate financial management solution ♦ Apply financial statement to analysis ♦ Develop capital budget ♦ Evaluate and calculate cash flow of project ♦ Estimate project risks and returns ♦ Understand the company's financial policy and conduct financial planning according to the policy • Control the business cycle process and cash flow • Master the cash budget ♦ Develop working capital management • Control cash income and expenditure • Formulate credit policy and analysis
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to applying financial management and related knowledge to analyse the contents of different financial reports, can also formulate the effective financial management solution based on fundamental evidence
8. Remarks	This UoC is adopted from Logistics UoC LOCUOM409A. The QF level is adjusted from level 4 to level 5.

Unit of Competency - Operations Management

1. Title	Formulate revenue management for air freight
2. Code	LOCUOM521B
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	Performance Requirements 6.1 Knowledge of air freight revenues ♦ 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 concepts 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 6.2 Formulate the revenue management system for sea freight ♦ Apply the concepts of probability, statistical projection or games theory to analyse freight revenues ♦ Analyse the market prices, corporate revenues and market share of different freight services of and their effects on the company ♦ Analyse the market competition faced by the company in different economic environment ♦ Analyse 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 ♦ Analyse 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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	

Unit of Competency - Operations Management

1. Title	Manage continuous improvement systems
2. Code	LOCUOM522B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to manage the continuous improvement processes to meet company requirements. Practitioners should also be capable of applying the skills of planning, evaluation, leadership and guidance and manage continuous improvement systems to complete the tasks.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of continuous improvements ♦ Understand company requirements about continuous improvement systems ♦ Understand the business environment of logistics related industries ♦ Understand the requirement and development trend of customers ♦ Know about the needs and principles of continuous improvements ♦ Know about such management skills/techniques as planning, evaluation, and leadership and guidance 6.2 Manage continuous improvement systems ♦ Analyse the ingredients for continuous improvement systems (e.g., customer feedback, best practices in the industry, new services implementations, new requirements of key customers, and innovative operations) ♦ Define improvement tools such as Kaizen, Six Sigma, Coaching ♦ Provide training on the continuous improvement concept with cultural development ♦ Create value and win-win concept for individual, teams, and company ♦ Convey the continuous improvement processes to groups and individuals, and collect feedback ♦ Set up the promotion for continuous improvement measures ♦ Promote effective coaching processes to ensure groups and individuals are able to effectively apply the continuous improvement processes ♦ Set up corporate, departments, individual and all levels of staff on assessment with standards ♦ Develop rewarding systems, motivation plans and other motivation culture 6.3 Monitor and review performance for continuous improvement ♦ Implement company systems and technology to monitor and review performance for continuous improvement

	♦ Implement continuous improvement techniques and processes to improve service standard to customers ♦ Formulate and communicate recommendations for adjustments to relevant personnel to improve overall performance ♦ Review effectiveness of new or revised processes and introduce adjustments ♦ Record the change and repeat the same procedures to keep the continuation. 6.4 Provide recommendations for further improvement ♦ Understand the needs for further improvement from stakeholders ♦ Implement processes to enhance efficiency and improve productivity to achieve the organisational goals ♦ Document work performance facilitate identify opportunities for further improvement ♦ Manage recommendations, reports, and records for further improvement in accordance with company's policy and procedure ♦ Develop feedback mechanism to ensure to meet the requirements ♦ Identify areas for further improvement when undertaking future planning
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of acquiring the management skills and knowledge to manage the continuous improvement plans, processes and procedures of improving performance; (ii) Capable of analysing the key elements of continuous improvement systems to support the implementation of the processes; (iii) Capable of identifying and reporting opportunities for further improvement; (iv) Capable of applying knowledge of relevant principles and techniques to continuously improve organisational systems and processes; and (v) Capable of developing feedback mechanism and providing recommendations for further improvement.
8. Remarks	This UoC is adopted from the Logistics UoC LOSAOM502A

Unit of Competency - Operations Management

1. Title	Determine the air freight routing and flight schedule
2. Code	LOAFOM502B
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	Performance Requirements 6.1 Possess the relevant knowledge of air cargo handling ♦ Understand the nature of goods including: • Break-bulk & consolidation • Dangerous, special or general goods • Time limit • customs clearance requirements for goods ♦ Understand services provided by airline/ carrier, including: • Aircraft model and characteristics • Flight frequency and time • Method, place and time needed for transhipment ♦ Understand other factors, such as: • Efficiency of the flight station • customs requirements • Time limit • Storage requirements • Restrictions like working hours and holidays of other countries ♦ 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, transhipment, transit, etc. ♦ Be familiar with aviation industry's freight standard, and relevant legislations and requirements 6.2 Analyse and determine freight routing and flight schedule ♦ Classify goods by location of departure and destination of the flight path ♦ Analyse the restrictions and delivery conditions of the location of departure, destination, transshipment on goods ♦ Analyse the characteristics of the route to avoid unnecessary operations using roundabout route

Unit of Competency - Operations Management

	♦ Analyse 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
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency - Operations Management

1. Title	Forecast future cargo volume and handling capacity
2. Code	LOAFOM503B
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	Performance Requirements 6.1 Possess the relevant knowledge of air cargo handling ♦ 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 6.2 Forecast future cargo volume and handling capacity ♦ Collect information through different channels ♦ Store the information and intelligence systematically ♦ Analyse the reliability and application of information and intelligence ♦ Analyse corporate resources and its handling capacity in future ♦ Make use of reasonable means such as growth rate statistics, regression analysis, etc. for forecast ♦ Analyse with the help of computer and statistics software ♦ Analyse the effect of future throughput on different departments and processes regarding the operation and resources allocation ♦ Analyse the degree of risk and solutions for different scenarios ♦ Compile report to analyse the forecast ♦ Communicate with and explain the budget to different departments in the company
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency - Operations Management

1. Title	Formulate air cargo space management standard
2. Code	LOAFOM504B
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 maximise the profits according to company's operation strategy.
4. Level	5
5. Credit	9（for reference only）
6. Competence	Performance Requirements 6.1 Possess the relevant knowledge of air cargo space management ♦ Understand the concepts 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 concepts of air freight revenue management 6.2 Formulate air cargo space management standard ♦ 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 utilisation ♦ Compile report and guidelines to explain the cargo space management system, process, standard and operation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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

	(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
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate express standard contract terms
2. Code	LOAFOM505B
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 analyse the processes of express operation systematically and compile applicable terms for formulating express standard contract terms
4. Level	5
5. Credit	6（for reference only）
6. Competence	Performance Requirements 6.1 Possess the relevant knowledge of express standard contract terms ♦ Understand the concepts and applications of standard contract terms ♦ Understand the contents 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 6.2 Formulate express standard contract terms ♦ 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 ♦ Analyse general express 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 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 with case illustration ♦ Release the content of the contract terms to the internal and external according to the company's mechanism ♦ Maintain the up-to-date knowledge on trade laws and regulation through appropriate training and standard operating procedures ♦ Collect feedback from internal and external, and provide it to relevant associations and governmental departments

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse various processes of express operation systematically and the responsibilities of the parties (ii) Capable to formulate standard contract terms used by express operation; and (iii) Capable to collect the most updated trade rules and regulation to ensure the compliance of the company
8. Remarks	This UoC is adopted from the Logistics UoC LOAFOM402A. The QF level is adjusted from Level 4 to Level 5.

Unit of Competency - Operations Management

1. Title	Formulate strategies for charter flight
2. Code	LOAFOM506B
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 charter flight
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of the operation of charter flight for air cargo ♦ Understand the concepts, 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 ♦ Master various airlines' supply of charter flight, their pricing, aircraft models, carrying capacity and ability in deploying aircrafts 6.2 Formulate strategies for charter flight for air cargo ♦ Analyse the cost effectiveness of transportation by charter flight ♦ Analyse whether transportation by charter flight can satisfy the needs of customers or goods ♦ Analyse the applicability of full or partial aircraft chartering ♦ Analyse the pros and cons to the company of sharing charter flight with other organisations and whether the load capacity or space of the charter flight will be fully used such as empty haul ♦ Formulate aircraft chartering arrangement on annual or individual basis according to freight demand and operation strategies ♦ Assess and choose chartering service providers to meet customers' requirements ♦ Assess the service quality of charter flight aircraft companies and its impact on company's service quality and the risks involved ♦ Assess the need for charter flight and allocate the ratio of flights to chartered aircrafts according to freight demand and operation strategies

	♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse charter flight is suitable for the requirement of customers and cargo specification, cost effectiveness and their advantages and disadvantages to the company; and (ii) Capable to formulate effective strategies and make use of charter flight for consignment to increase effectiveness.
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate air freight charging strategy and standard
2. Code	LOAFOM507B
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 maximise the profits of the company.
4. Level	5
5. Credit	9（for reference only）
6. Competence	Performance Requirements 6.1 Possess the relevant knowledge of air freight charges ♦ Understand the concepts of air freight charges, charging organisations and their services ♦ Understand whether the charges of the industry, industrial associations and service providers are publicly announced ♦ Understand the competition climate and specialised flight development ♦ Understand the substitution products like e-Commerce, Courier and others impact to the freight strategies. ♦ Know about pre-payment, payment on delivery and full payment ♦ Know about the charging criteria for each item and its calculation ♦ Know about organisations or companies providing air freight charging services, like their market structures and competition status ♦ Know about channels obtaining the latest charging method and updated trading term 6.2 Formulate air freight charging strategy and standard ♦ 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. ♦ Assess the service provider on charging level ♦ Compare charges of different service providers ♦ Formulate airfreight charges strategies and level according to the company operation policies ♦ 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 analyse the formulation of air freight charging strategy and level to the decision-making level

Unit of Competency - Operations Management

	♦ Analyse the substitution products pricing and propose to the company
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse and assess the charging items, standard and criteria for the services provided and their calculations of the market (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 analyse the formulation of air freight charging strategy and standard to the management
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate air freight workflow management standard
2. Code	LOAFOM508B
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 suit the requirements of the aviation industry's freight standard and relevant legislations.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of air freight work flow management ♦ Know about the aviation industry's freight standard ♦ Know about legal conditions and restrictions of related countries ♦ Know about the air freight work flow and the performance of each process ♦ Understand the limitation in the application of the standard ♦ Understand the operational flow of the company ♦ Understand the principles and function for formulating the standard ♦ Understand KPI requirement in the industry and for different market/products ♦ Understand the methods and techniques for evaluating standards 6.2 Formulate air freight work flow management standard ♦ Analyse 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 ♦ Analyse the improvement procedures, operation and management system according to company's operation strategy and targets, and assess the need of raising the standard ♦ Formulate airfreight operation standard procedures to fits in with company's operation strategy, propose a higher standard a higher standard for major processes and procedures ♦ 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 ♦ Develop KPI and its measurement to reflect the performance of the company ♦ Use KPI result to manage and enhance the company's performance

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to formulate air freight work flow management standard according to company's operation policy and to suit the requirements of the aviation industry's freight standard and relevant legislations; and (ii) Capable to formulate key performance indicator and measurement to reflect the results of the company
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate air freight operation strategy
2. Code	LOAFOM509B
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	Performance Requirements 6.1 Possess the knowledge of air freight operation ♦ Understand the vision, and the short- and long-term goals of the company ♦ Understand the work and scope of air freight operation ♦ Understand the routines and work processes of the company ♦ Understand the key performance indicators and the measurement management tools to enhance the air freight operation performance ♦ Understand the freight standard of the aviation industry ♦ Master the operation strategies of competitors of the trade ♦ Master costing and financial analysis ♦ Master process analysis tools, such as operations research 6.2 Formulate air freight operation strategy ♦ Analyse the SWOT of the company ♦ Analyse the existing mode of operation, efficiency and standard of service to formulate the airfreight operation strategies ♦ Identify the processes and procedures that need to be improved ♦ Recommend directions and ways for enhanced operation according to company's development strategy ♦ Establish the assessment criteria and principles according to the development goals of the company ♦ Assess the directions and propose 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 analyse the expected results of different operation strategies and select the most appropriate strategies ♦ 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the current operations and its competitive advantages, formulate the air freight operation strategy to achieve the business goals of the company; and (ii) Capable to establish key performance indicators and implement in operations to measure and enhance the operation efficiency
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate air freight standard contract terms
2. Code	LOAFOM510B
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 analyse the processes of air freight operation systematically and compile applicable conditions.
4. Level	5
5. Credit	6（for reference only）
6. Competence	Performance Requirements 6.1 Possess the relevant knowledge of air freight standard contract terms ♦ Understand the concepts 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 6.2 Formulate air freight standard contract terms ♦ 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 ♦ Analyse 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

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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	

Unit of Competency - Operations Management

1. Title	Formulate courier and express cargo pricing strategy and standard
2. Code	LOAFOM511B
3. Range	This unit of competency is applicable to courier and express companies, freight forwarders and logistics companies. Practitioners should be capable to formulate courier and express cargo pricing strategy and standard to achieve the operations target of the company.
4. Level	5
5. Credit	9（for reference only）
6. Competence	Performance Requirements 6.1 Possess the relevant knowledge of courier and express service charges and related matters ♦ Understand the concepts of courier and express service charges, charging structures and their services ♦ Understand the courier and express service charges and duties/taxes among different departments ♦ Apply pre-payment, cash on delivery and full payment practically ♦ Know about the charges standards and calculation for each item ♦ Know about organisations or companies providing courier and express service charge like market structures and competition climate ♦ Know about channels obtaining the latest charging method and different level of charges and charging standard 6.2 Formulate courier and express pricing strategy and standard ♦ Analyse payment collection methods and nature of customers ♦ Categorise charging items, such as compulsory charges, non-compulsory charges, import/export charges, charges for large volume or small volume cargoes, frequency of shipments, duties/taxes, etc. ♦ Negotiate and compare the charges level for service provider to achieve the best profit and competitiveness for the company ♦ Assess and determine how to include/exempt or change the courier and express service charges to enhance competitiveness ♦ Compile report to analyse the formulation of courier and express pricing strategy and level to the decision-making level ♦ Apply tools to analyse and enhance the productivity of the whole operation flow set up/renew KPI to reflect the market needs and enhance competitiveness from all different aspect of view

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate a competitive courier and express pricing strategy and standard according to company's operation strategy; and (ii) Capable to compile report to analyse the formulation of courier and express pricing strategy and management standard
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate courier and express cargo workflow and management standard
2. Code	LOAFOM512B
3. Range	This unit of competency is applicable to courier and express companies, freight forwarders and logistics service providers. Practitioners should be capable to formulate the workflow and management standard for the courier and express cargo transaction to meet the customers' requirements and according to the relevant legislations regulations.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of courier and express workflow management and related matters ♦ Understand the relevant legislative regulations and standard required by the related association and government departments ♦ Understand the legal conditions, restrictions and company obligation of courier and express business both locally and globally ♦ Possess the knowledge and usage of tools, methods and techniques of assessing and formulating new standard ♦ Master knowhow of the operational flow, standards of process and performance requirement of the courier and express service industry ♦ Master knowhow of standard on formulating the principles, standards and responsibilities of courier and express cargo transaction 6.2 Formulate courier and express workflow management standard ♦ Analyse and assess the courier and express operation mode, workflow and procedures of the company to ensure the compliance of the relevant legislative regulations and standard ♦ Formulate courier and express operations management standard as per company's operations strategies, with continuous improvement concepts for major processes or procedures to increase the effectiveness and efficiency of operation ♦ Establish key performance indicators and reports to measure the workflow management standard against the decision-making level as per company's policy and plan ♦ Design and apply key performance indicators tools to measure and improve operations performance

Unit of Competency - Operations Management

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate courier and express cargo workflow management as per company's operations strategies and relevant legislative regulations; and (ii) Capable to develop key performance indicators and reports to measure the output of the operations as per company's targets
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate courier and express operations strategies
2. Code	LOAFOM513B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to formulate strategies to achieve company's plan and target.
4. Level	5
5. Credit	5（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of courier and express operations ♦ Understand the mission, vision and short, medium, and long-term targets of the company ♦ Understand company's strategies including routing, standard and work processes ♦ Know how to manage process analysis tools and other improvement tools and apply them to identify the company's needs for improvement ♦ Understand the industry standards and strategies of the competitors ♦ Understand the standards, work and scope of the company ♦ Know about cost and financial analysis ♦ Know how to set and apply key performance indicators to achieve continuous operations improvement, thereby increasing effectiveness and efficiency 6.2 Formulate courier and express cargo operations strategies ♦ Apply technical tools such as SWOT analysis and PESTEL analysis to analyse the company ♦ Assess the effectiveness, efficiency and standards of the current operating model of the company ♦ Identify the needs and areas of the company to develop continuous process and procedures improvement ♦ Formulate company strategy and introduce methods to improve operations ♦ Develop evaluation principles and standards based on the company's goals ♦ Develop evaluation criteria for charges and financial direction ♦ Apply technical tools such as Six Sigma to measure the results of different operations strategies ♦ Establish key performance indicators and reports to reflect the performance of the company in order to achieve management standards ♦ Establish some solutions and options for the company to select the optimal operating strategy

Unit of Competency - Operations Management

	♦ Establish process management standards for courier and express cargo delivery and operations ♦ Forecast the resources required for operation and management according to the company budget ♦ Develop operating guidelines, standards and procedures for different departments of the company
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate courier and express operations strategies as per the plan and target of the company (ii) Capable to apply SWOT analysis and PESTEL analysis to analysis and access the current operations strategies of the company to formulate the most appropriate courier and express operations strategies; (iii) Capable to formulate the measure of direction, standard, procedure and operations output for the company as per strategies; and (iv) Capable to establish key performance indicators and report to ensure and measure the achievement level of the company
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate district operations strategies of courier and express service
2. Code	LOAFOM514B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to analyse the entire different district and it's characteristics to tailor-made the courier and express district operations strategies .
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of district courier and express cargo operations and related matters ♦ Understand the concepts of courier and express operations strategy ♦ Understand the relationship between the district political, economic, social and cultural development and courier and express ♦ Understand the Government restrictions on courier and express operations in the district, such as licenses, fees, environmental protection, etc. ♦ Understand the characteristics and needs of the district courier and express service ♦ Understand the district government policies related to courier and express, logistics, infrastructure, investment, etc. ♦ Understand the resource, types and value for courier and express ♦ Understand the district market entries, business environment and restrictions of courier and express ♦ Understand the situation of district transportation, terminal warehousing, network, information infrastructure, personnel training and the mutual influence of different district ♦ Understand the changes in the macro-environment, customer development trends and competitors' directions in the district ♦ Understand the district courier and express service points, storage locations, locations of production or sales points, connection routes and methods, etc. ♦ Understand the services provided by competitors and market share of the district ♦ Understand the impact of the development of the courier and express market nearby the district from different aspects ♦ Understand the district partnerships, agents, and operators' connections of the company, as well as its capabilities and trends in courier and express operations

	♦ Understand the time, space, and cost calculation of the district ♦ Know how to use analysis tools such as statistics and operations research 6.2 Formulate the courier and express operations strategies of the district ♦ Collect data and information on internal and external business environment factors ♦ Analyse and evaluate the advantages, disadvantages, opportunities and threats in the development of the company on courier and express ♦ Analyse and evaluate the short, medium and long-term development direction of the company ♦ Examine the direction of different courier and express operation strategies ♦ Analyse and evaluate the advantages and resource usage of different courier and express strategies ♦ Establish the courier and express development strategies as per the company operations management policy ♦ Assess the current services provided are in line with the courier and express operations management policy ♦ Compile report to explain the district courier and express operation strategy and establish the process management standard of courier and express operation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the factors affecting the formulation district courier and express operations strategies, together with company's direction to propose appropriate district courier and express operations strategies; and (ii) Capable to compile reports to explain the district courier and express operations strategies
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate courier and express pricing level and strategy
2. Code	LOAFOM515B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to analyse different pricing level and strategies of courier and express market, to formulate related standards as per company's courier and express strategies to achieve the highest profitability for the company.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of courier and express pricing ♦ Understand the concepts of costs, charging structures and their service functions of courier and express ♦ Understand the prepay, collect or all-in payment ♦ Understand the standards and calculation methods of various charges ♦ Understand the market pricing structure of courier and express such as market structure and competition climate ♦ Understand the courier and express pricing strategies of different companies in the market, including various types, measurements, tariffs/taxes, etc., cost standards and calculations for each item ♦ Understand the charging concepts of courier and express service in the market, charging agencies and their services, and charging principles or regulations formulated by the industry ♦ Understand the prepay terms, cash on delivery terms and actual full payment terms ♦ Know how to access to the most updated payment collection channels of courier and express, different charging levels, charging standards, and market trends ♦ Know how to obtain the cost of various expenses in the company and express market, and know how to manage and formulate ♦ Know how to analyse the impact of market structure changes and development changes on pricing ♦ Know how to access to the latest charging methods and transaction terms 6.2 Formulate courier and express pricing level and strategy ♦ Formulate payment methods in different forms ♦ Unify and classify fee items, such as mandatory charges, non-mandatory charges, import/export charges, large and small capacity charges, shipping frequency, tariffs/taxes, etc.

	♦ Evaluate and compare the service providers' charging levels to achieve the company's best profit and competitiveness ♦ Evaluate and determine how to include/exempt or change courier and express service charges to improve competitiveness ♦ Compile reports to analyse the formula and decision-making level of express pricing strategy ♦ Apply tools to analyse and improve the productivity of the entire operating process, and establish/update key performance indicators to reflect market needs
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to anlayse the items, standards among courier and express service charges, and provide standard of service provided and the calculation ratio; (ii) Capable to formulate overall competitive courier and express pricing level and strategies as per company's operations strategies; and (iii) Capable to compile report to analyse courier and express pricing strategies and operations standard
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate regional courier and express operations strategies
2. Code	LOAFOM516B
3. Range	This unit of competency is applicable to courier and express companies and related service providers. Practitioners should be capable to analyse the entire regional characteristics of the industry, market trend, and formulate regional courier and express operations strategies according to company target.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of courier and express regional operations ♦ Understand courier and express service in the main areas of the economic development, cargo transportation mode, geopolitics, social culture, types, values of production, trade and sources of goods ♦ Understand characteristics of main market service and development trends ♦ Understand the regional operation strategy concepts, corporate strategy of courier and express companies ♦ Understand government polices related to logistics, infrastructure and investment ♦ Understand courier and express services and other related agreements and developments between countries, such as taxation, express customs clearance, company investment access and other related measures ♦ Understand the regional courier and express market structure, entry barriers, competitors, substitutes, new entrants, upstream/downstream relationships and development trends ♦ Understand local governments' restrictions on courier and express operations and development, such as licenses, fees, environmental protection, etc. ♦ Understand the development direction of the customers in the region, and cooperate in the operation strategy ♦ Understand different regional accounting arrangements and their market structure and the impact of development and changes on pricing ♦ Understand the financial issues in the transaction, including interest rates of credit facilities, manpower, administrative costs, etc. ♦ Understand the relevant courier and express operation channels in the area, such as logistics service points, storage locations, production or sales points, population distribution, connection routes and methods of major airports, gateways, and transit stations ♦ Understand courier and express services and market share provided by regional competitor

	♦ Know how to identify local legislation, labour unions, and other factors that affect the company's courier and express service strategic plan, including analysis tools such as factor time, space, cost calculation, statistics, and operational analysis ♦ Understand the basic express network, information infrastructure, and personnel training in the region 6.2 Formulate regional courier and express operations strategy ♦ Obtain and analyse data and information on internal and external business environment factors ♦ Analyse and evaluate the advantages, disadvantages, opportunities and threats of the company in the existing regional courier and express operations ♦ Analyse and evaluate the short, medium and long-term development direction of the company in the current regional courier and express operations ♦ Analyse the data collected from various aspects to suggest the direction of different courier and express operation strategies ♦ Analyse and evaluate the advantages and resource usage of different regional courier and express operations strategies, suggest new courier and express services or improve existing services to achieve the operations management policy ♦ Formulate courier and express operation management policy, and suitable for the development of the company according to the specific conditions of the company and the market ♦ If the company has a global or regional courier and express operations strategy, it should cooperate with the global or regional courier and express operation strategy
7. Assessment Criteria	The integrated come requirements of this unit of competency are: (i) Capable to analyse entirely on the effect to the formulation of regional courier and express operations strategies; and (ii) Capable to analyse from different aspect of information and data to formulate an appropriated regional courier and express operations strategies, to coop with the operations direction of the company
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate financing strategy
2. Code	LOCUOM602B
3. Range	The unit of competency is applicable to transport logistics companies. Practitioners should be capable to analyse 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	Performance Requirements 6.1 Knowledge of financing ♦ Understand the financing concepts and the time value and cost of capital ♦ Master the concepts 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 6.2 Formulate financing strategy ♦ 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 ♦ Analyse the arrangements and proportion of short- and long-term financing ♦ Collect and analyse 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	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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	

Unit of Competency - Operations Management

1. Title	Formulate air freight alliance strategy
2. Code	LOAFOM601B
3. Range	This unit of competency is applicable to airlines and express companies. Practitioners should be capable to analyse thoroughly on all factors affecting airfreight alliance strategies and formulate the most appropriate airfreight alliance strategy.
4. Level	6
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of air freight alliance ♦ Understand the concepts and operation of air freight alliance ♦ Understand concepts 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 ♦ Understand the usage of different key performance indicators and measurement tools to enhance the efficiency and effectiveness of strategies 6.2 Formulate air freight alliance strategy ♦ Explore the possibility and conditions for organising or joining an air freight alliance ♦ Analyse the strengths and weaknesses of the allies and the company ♦ Analyse the scale of the allies and various kinds of resources ♦ Analyse the effect of economies & diseconomies of scale brought by the allies ♦ Analyse 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 analyse the number of allies and the influence of different combinations ♦ Analyse the competitiveness and the possibility of increasing the market share and cornering the market

Unit of Competency - Operations Management

	♦ Analyse the alliance's influence on pricing, safety measures, corporate financing and resources arrangement, time control and service quality ♦ Assess whether to organise or join an alliance, the form of cooperation and alliance, etc. ♦ Set the purpose for organising 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 ♦ Establish key performance indicators to measure the results of strategies against budget/pre-set outcome and corrective action plan
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse thoroughly the possibility of organising or joining an air freight alliance, and formulate strategy for organising or joining an air freight alliance; and (ii) Capable to develop key performance indicators to measure and enhance the strategies to achieve the targeted result
8. Remarks	

Unit of Competency - Operations Management

1. Title	Plan air freight and express network
2. Code	LOAFOM602B
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 and plan suitable airfreight and express service 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	Performance Requirements 6.1 Possess the relevant knowledge of air freight and express network ♦ Understand the functions and characteristics of hub and spoke, network ♦ Master the relationship between connection point and coverage ♦ Master the operational research methods 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, transhipment, connecting flight, etc. ♦ Understand the characteristics of direct flight, transhipment, 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 ♦ Analysis the efficient and effectiveness of operations flows and plan for improvement ♦ Analysis the necessary changes of global networks and system to meet the market demands 6.2 Plan air freight and express network ♦ Assess the possibility of establishing agencies, branches or partnership to enlarge the network coverage ♦ Analyse 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 ♦ Analyse sources of goods and customer information to assess whether the flight network can open up new markets, enhance service efficiency and cost effectiveness

Unit of Competency - Operations Management

	♦ Analyse the cost effectiveness of different network development plans ♦ Regular review with internal and external parties to collect updated competitive climate and development and provide suggested solution to the company
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 airfreight and express courier network plans; and (iii) Capable to compile reports to illustrate the planning of air freight and express network
8. Remarks	

Unit of Competency - Operations Management

1. Title	Formulate global operations strategies
2. Code	LOCUOM701B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of analysing all relevant factors to formulate a strategy for global operation.
4. Level	7
5. Credit	9 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the knowledge of formulating strategy for global operation ♦ Understand global operations' strategies ♦ 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 and other influence such as market diversification, shift, substitution of products and service ♦ Understand the types and values of production, trading and goods sources in different regions ♦ Understand the development of airlines, carriers, major customers, target customers and key global business partners ♦ 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 global competitors and their market shares and development trends ♦ Understand the new trend of operations and their value creation to the company and the customers ♦ Understand the relationship between global logistics solutions and operations policy ♦ 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 ♦ Master the use of analytical tools such as statistical methods and operations research ♦ Understand the development and changes of countries from different aspects of PESTLE

Unit of Competency - Operations Management

	6.2 Formulate global operations strategy ♦ Collect data and information on internal and external business environment ♦ Analyse data and information ♦ Analyse the company's strengths, weaknesses, opportunities and threats ♦ Analyse the direction of the short-, mid-, and long-term development of the company ♦ Analyse governmental restrictions on operation, such as licensing, fees and environmental protection, in different regions ♦ Analyse the development and trend of customers and end users' buying behaviour and pattern ♦ Analyse the competition climates and their directions ♦ Analyse the current resources of the company and additional resources required to support the strategies ♦ Assess the tangible and intangible return of each new strategies like saving, efficiency and effectiveness improvement, competitive advantages…. ♦ Recommend different strategic operations directions ♦ Analyse and assess the advantages of different operations strategies and the resources thus required ♦ Formulate effective business management policy with reference to the company and market conditions ♦ Critically 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 ♦ Audit the business direction of key customers and make use of the global operations strategy to meet their needs ♦ Make use of the global operations strategy to meet the needs of customers if the company has a regional or territorial operations strategy in place ♦ Recommend operating modes and strategy ♦ Establish key performance indicator and measurement tools to ensure the target result achieved ♦ Compile reports to illustrate the global operations strategy
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of analysing thoroughly the factors for formulating global operations strategies and formulate the most appropriate global operation strategies according to the corporate business policy; and (ii) Capable of compiling reports to illustrate the global operations strategy
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUOM701A and LOSAOM701A

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Storage and cargo hub control of courier and express cargo transaction
2. Code	LOAFPD201B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to manage the storage and cargo hub control of courier and express cargo transaction in a suitable environment so as to minimise loss and control cargo transaction as per company's requirement.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of courier and express cargo storage and handling in cargo hub ♦ Know about different types and characteristics of courier and express cargo ♦ Know about different types of classification of courier and express cargo and relevant storage requirements of individual type of cargo ♦ Know about the packaging, labelling and markings requirements for courier and express cargo as per company's policy ♦ Understand the courier and express cargo hub procedure, restrictions and requirement like cargo storage and time limit, aviation industry's freight operation standard, etc. ♦ Understand relevant legislative and regulatory requirement of different associations and government departments ♦ Know about the procedures of handling, sorting, equipment required and their limitations in courier and express cargo hub 6.2 Arrange for courier and express cargo storage and handling in hub ♦ Receive cargo as per daily receiving information and check the cargo condition against documents ♦ Prepare the storage location as per cargo specification ♦ Prepare special arrangement for specific cargo categories like ventilation storage, frozen goods storage, DG storage, valuable goods storage, etc. ♦ Provide storage space for sorting purposes ♦ Prepare and complete documents if required and input information of cargo document in the warehousing management system ♦ Arrange bulk packing and delivery of goods as per flight time ♦ Follow guidelines and KPI to perform cargo sorting, storage, labelling and other requirement as per company's procedure and policy

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to manage the courier and express cargo storage management in cargo hub; and (ii) Capable to arrange cargo operations in cargo hub as per company's procedure and policy
8. Remarks	

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Master the logistics needs of different import/export trading modes
2. Code	LOCUPD401B
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	Performance Requirements 6.1 Understand relationship between different import/export trading modes and logistics ♦ 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 transhipment 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 ♦ Understand the change and development trend of systems for export/import and introduce to the company for reaction 6.2 Master the logistic needs of different import/export trading modes ♦ Analyse the trade mode and cargo handling flow of the customer ♦ Analyse customers' requirements for logistics operation, additional services, value-added services and inventory management ♦ Analyse customers' suggestions related to customs arrangement, transport mode, warehousing, bonded arrangement, inventory management and data networking ♦ Analyse the resources and limitations of the company in the area of customer logistics service ♦ Analyse the market change and future development trend and reflect change in current system/procedure ♦ Provide suitable logistics solution or service according to customer needs and company's resources

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse for the customer the flow of cargo handling for different trading modes; (ii) Capable to suggest to the customer suitable logistics service to cater different flows of cargo handling; and (iii) Capable to analyse the development trend of cargo handling and provide relevant solution
8. Remarks	

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Plan and design local logistics solutions
2. Code	LOCUPD501B
3. Range	This unit of competency is applicable to sea freight, air freight and express service providers. Practitioners should be capable of planning and designing local logistics solutions for customers by utilising the corporate resources and network.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the knowledge of local logistics solutions ♦ Understand the local operations strategies of the company ♦ Understand the requirements on logistics, transportation, warehousing, customs and bonded operations imposed by different countries, etc. ♦ Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/sales points in the district ♦ Understand the capability of competitors and their scope of service ♦ Understand the design principles of district network ♦ Understand the functions of local logistics/distribution centres ♦ Understand local logistics operations modes, such as the structure and costs for road, railway and river network ♦ Understand the local customer on their need and future development trend and also their ultimate buyer models and behaviour ♦ Understand new local logistics models and service change and development among the district ♦ Understand local market change like import and export deficit, demand and supply of warehouse and distribution, 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 ♦ Master the principles of integration in multi-modal transport, cargo handling and warehousing 6.2 Plan and design local logistics solutions ♦ Design local logistics network and routes • Analyse the data of cargo volume (in average, maximum, and seasonal terms) of customers and the routing (departure place, transhipment point and destination) • Analyse the nature, weight, volume and value of goods • Analyse the distribution and distance of customers

	• Analyse the advantages and disadvantages of using different types of transport • Analyse the advantages and disadvantages of using central distribution centres • Analyse the feasibility of using cross-docking mode and the advantages and disadvantages • Analyse whether to use centralised warehouses or separate warehouses • Design appropriate routings and frequency ♦ Analyse the feasibility of providing different value-added services ♦ Establish key performance indicators and measurement tools to ensure the effectiveness and efficiency of logistics solutions ♦ Compile reports to illustrate the operations of logistics solutions and the main design concepts and principles ♦ Bring about synergy through co-ordination and integration of the resources in the company network and 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 multi-modal arrangement, etc. ♦ Design cost effective ways of storage, transshipment and distribution ♦ Analyse 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 workflow and procedures for handling and transferring goods, documents and information ♦ Compile logistics plan ♦ Identify the audit mechanism for all relevant parties to ensure compliance with the company's requirement 6.3 Conduct a review ♦ Review after the logistics plan is implemented ♦ Determine the ideal outcome of logistics operation ♦ Set KPI as a regular review mechanism according to the company's policy ♦ Collect data and information to evaluate the effectiveness of logistics plan ♦ Identify the performance gaps if there are inadequacies ♦ Make recommendations to achieve the desired outcome \Make recommendations to adjust the logistics plans
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of plan and design a cost effective and solid local logistics solutions according to the operation policy of the company and customer demand; and (ii) Capable of compile reports to the management to describe the content and flow of logistics solution with regular review logistics solution
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUPD501A and LOSAPD501A

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Analyse market structure of air freight service
2. Code	LOAFPD501B
3. Range	This unit of competency is applicable to air freight related logistics companies. Practitioners should be capable to analyse 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	Performance Requirements 6.1 Possess the relevant knowledge of market structure of air freight service ♦ 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 concepts of logistics solution and strengths of competitors ♦ Understand the cost structure, operations and strategies of the operations of charter flight 6.2 Analyse market structure of air freight service ♦ Make use of analytical methods to collect information and analyse 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 ♦ Analyse the impact of the changes in market structure on the company ♦ Use analytical methods of marketing management and economics to analyse 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

	♦ Analyse the market changes, opportunities and development with the impact of substitutions service – Post service, express, air freight service, e-Commerce, etc ♦ Analyse and suggest new system and any types of business process management (BPM) to improve the efficient and effectiveness in operations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the external or environmental factors, future changes of the market structure of air freight service thoroughly and their influence to the company; and (ii) Capable to compile reports on market services for the decision-making level to consider.
8. Remarks	

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Formulate logistics solutions for new air traffic rights
2. Code	LOAFPD502B
3. Range	This unit of competency is applicable to air freight and express companies. Practitioners should be capable to analyse new 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	Performance Requirements 6.1 Possess the relevant knowledge of air traffic rights and logistics solutions ♦ Understand the concepts and origin of air traffic rights and their importance to air freight ♦ Understand the classification and content of air traffic ♦ 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 concepts of axle-spoke hubs and network coverage ♦ Understand the trade embargo, restriction and any new developed regulation with new application of system, permit and license of different districts, regions and global one. 6.2 Apply the concepts of air traffic rights to design new traffic rights logistics solutions ♦ 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 ♦ Collect information, customer views and demand for air freight from areas being affected by the air traffic rights changes ♦ Analyse the possibility of developing routes and new markets ♦ Analyse the impact of new flights and flight location on existing logistics solution ♦ Compile reports for decision-making level's reference

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the impact of air traffic rights changes on the service scope and direction of the enterprise; and (ii) Capable to formulate new air traffic rights and logistics solutions according to the new traffic right changes and customers' demand
8. Remarks	

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Design logistics solutions for air freight route network
2. Code	LOAFPD503B
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	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of logistics solutions for air freight route network ♦ Understand air freight network and the concepts of hub & spoke ♦ Understand different types and forms of flight path design concepts such as code- share flights, transhipment or connecting flights ♦ Understand the characteristics of direct flights, transhipment 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 ♦ Apply computer based analysis tools to analyse the shift of consumption market and cargo origin 6.2 Design logistics solutions for air freight route network ♦ Study the flight connection solutions under the scope of aviation service ♦ Analyse the cost of various solutions, voyage and time limitation on the service, customs clearance and transit arrangement, storage and terminal service and facilities ♦ Make use of cost effectiveness analysis to assess the feasibility of various solutions ♦ Analyse 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 ♦ Compile computer based analysis reports to support the logistics solution proposed ♦ Compile analysis report to the management as supporting your proposal of the advantages and disadvantages of analysis logistics solution

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to systematically analyse 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 (ii) Capable to design and set up effective air freight networks, and compile related reports for enterprise's decision-making level and the advantages and disadvantages of analysis logistics solution
8. Remarks	

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Design air freight logistics solutions by deploying air freight strategic alliance
2. Code	LOAFPD504B
3. Range	This unit of competency is applicable to airlines, freight forwarders or express and logistics companies. Practitioners should be capable to deploy the concepts 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	Performance Requirements 6.1 Possess the relevant knowledge of air freight alliance and logistics solutions ♦ Understand the concepts of air freight strategic alliance ♦ Understand air freight network and the concepts 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 ♦ 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 6.2 Deploying air freight strategic alliance to design air freight logistics solutions ♦ Analyse the compatibility of resources when the enterprise deploys air freight alliance and its impact on customers ♦ Use operational research or games theory to analyse 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

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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 (ii) Capable to design effective air freight logistics solutions and compile relevant reports for the decision making level of the enterprise
8. Remarks	

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Design air freight logistics solutions by deploying virtual airport concepts
2. Code	LOAFPD505B
3. Range	This unit of competency is applicable to airlines, freight forwarders or express and logistics companies. Practitioners should be capable to deploy the concepts 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	Performance Requirements 6.1 Understand virtual airport concepts ♦ Understand the concepts 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 6.2 Deploying the virtual airport concepts to design air freight logistics solutions ♦ 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 ♦ Analyse the cost effectiveness of self-operating and contracting the virtual airport connection service ♦ Analyse 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 analyse the pros and cons of the designed logistics solution using virtual airport service ♦ Establish connection and data compatibility with related departments and associations to capture data and information

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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 (ii) Capable to design effective air freight logistics solutions and compile relevant reports for the decision making level of the enterprise and design air freight logistics solutions by deploying virtual airport concepts
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Formulate courier and express service as a fundamental logistics network
2. Code	LOAFPD506B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to find the best courier and express network logistics solution to meet the customer's needs and market demand.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of logistics solutions for route network ♦ Possess the knowledge about logistics network and the concepts of hub ♦ Know about different types and forms of flight and related logistics concepts such as direct, defer services, mail/speed post, domestic trucks and their combination and interrelationship ♦ Know about different characteristics of flight routes, modes of transport, truck and rail services, their combination and interrelationship ♦ Know about the current logistics networks and hub of the company and their interrelationship ♦ Know about the strategies adopted by the company on the courier and express cargo operation networks ♦ Knowledge of measurement and analytical tools to introduce the continuous improvement plan 6.2 Formulate courier and express services as part of the fundamental logistics network ♦ Analyse different options of courier and express cargo solutions under the scope of the company ♦ Study the cost of different solutions and service from local setup, pick up, hub handling, services, customs clearance and all related operations of the company ♦ Develop an option to have more feasible route network to have multiple service offering to the customers ♦ Apply operational researches and measurement tools to analyse the enhancement of competitiveness after network setup ♦ Establish analysis reports to support the express logistics networks proposed ♦ Develop key performance indicators and regular review system to enhance the effectiveness and efficiency of the networks

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to systematically analyse the company's current network connection; (ii) Capable to design and set up effective express logistics networks according to the company's policy; and (iii) Capable to develop key performance indicators and regular review system to measure the effectiveness and efficiency of the logistics networks
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Plan and design regional logistics solutions (logistics facilities)
2. Code	LOCUPD601B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of planning and designing regional logistics solutions for customers by utilising the corporate resources and network (logistics facilities).
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of regional logistics operations ♦ Understand the requirements on logistics, transportation, warehousing, customs and bonded operations imposed by different governments in 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 ♦ 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 ♦ Understand inter regional logistics modes, such as the network of air, sea, rail, river and highway transport and the costs incurred ♦ Understand the development trend and shift of services and products of global airlines, carriers and other global subcontractors of the company against the market competition ♦ Understand the global customers requirement and future development trend and the end users' buying pattern and behaviour ♦ Understand the change and development of new logistics pattern and services of the district ♦ Understand the change of global market like import/export deviation, warehouse and distribution demand and supply, etc ♦ 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 ♦ Master the principles of integration in multi-modal transport, cargo handling and warehousing

	6.2 Plan and design regional logistics solutions ♦ Design regional logistics network and routes • Analyse the nature, weight, volume and value of goods • Analyse the advantages and disadvantages of using the different modes of transport • Analyse the advantages and disadvantages of using regional distribution centres • Analyse the feasibility of using cross-docking mode and the advantages and disadvantages • Analyse whether to use centralised warehouses or separate warehouses • Design appropriate routings and frequency ♦ Design ways for information transfer and establish control points ♦ Design cost effective way of transport, network or routing, multimodal transport, etc ♦ Design cost effective ways of storage, transshipment and distribution 6.3 Review regional logistics solutions ♦ Critically review the effectiveness of logistics solutions after their implementation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of planning and designing cost effective solutions for regional logistics with reference to the operations policy and the needs of customers (logistics facilities); and (ii) Capable of compiling reports to illustrate logistics solutions to the management and to stakeholders and regular review the implementation of logistics solution
8. Remarks	This UoC splits from the Logistics UoC LOSAPD601A

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Plan and design regional logistics solutions (market environment)
2. Code	LOCUPD602B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of planning and designing regional logistics solutions for customers by utilising the corporate resources and network (market environment).
4. Level	6
5. Credit	9 (for reference only)
6. Competency	<u>Performance Requirements</u> 6.1 Knowledge of regional logistics operations ♦ Understand the regional operations strategies of the company ♦ Master the company's connection with regional partners, agents and operators ♦ Understand the capability of comparable regional competitors and their scope of services ♦ Understand inter regional logistics modes, such as the network of air, sea, rail, river and highway transport and the costs incurred ♦ Understand the development trend and shift of services and products of global airlines, carriers and other global subcontractors of the company against the market competition ♦ Understand the global customers' requirement and future development trend and the end users' buying pattern and behaviour ♦ Understand the change and development of new logistics pattern and services of the district ♦ Understand the change of global market like import/export deviation, warehouse and distribution demand and supply, etc ♦ Master the principles of integration in multi-modal transport, cargo handling and warehousing 6.2 Plan and design regional logistics solutions ♦ Design regional logistics network and routes • Analyse the data of cargo volume (in average, maximum, and seasonal terms) of customers and the routing (departure place, transhipment point and destination) • Analyse the nature, weight, volume and value of goods • Analyse the distribution and distance of customers • Analyse the advantages and disadvantages of using regional distribution centres • Analyse the feasibility of using cross-docking mode and the advantages and disadvantages • Analyse whether to use centralised warehouses or separate warehouses

	♦ Analyse the feasibility of providing different value-added services ♦ Establish key performance indicators and measurement tools to ensure the effectiveness and efficiency of the logistics solution ♦ Compile reports for elaborating the operations, key points and principles of the logistics plan ♦ Bring about synergy through co-ordination and integration of the resources in the company network and cooperation from partners ♦ Examine the services and capability of regional contractors/partners in different logistics stages and use the services of appropriate contractors/partners when designing logistics solutions ♦ Co-ordinate the cargo throughput in different regions to maximise utilisation of resources according to the services and capability of regional contractors/partners ♦ Plan the workflow and procedures for handling and transferring goods, documents and information ♦ Prepare implementation plans for logistics solutions ♦ Determine review mechanism with all parties involved to ensure the compliance of the company's requirement 6.3 Review regional logistics solutions ♦ Critically review the effectiveness of logistics solutions after their implementation ♦ Determine key performance indicators and tools as regular review mechanism as per company's policy and target ♦ Determine the desirable outcomes of logistics operations ♦ Collect data and information to evaluate the actual outcomes logistics solutions ♦ Identify gaps between desirable and actual outcomes ♦ Provide effective recommendations to make adjustment attain the desirable outcomes
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of planning and designing cost effective solutions for regional logistics with reference to the operations policy and the needs of customers (market environment); and (ii) Capable of compiling reports to illustrate logistics solutions to the management and to stakeholders and regular review of the implementation of logistics solution
8. Remarks	This UoC splits from the Logistics UoC LOSAPD601A

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Formulate logistics plans related to capital arrangements
2. Code	LOCUPD603B
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	Performance Requirements 6.1 Knowledge of capital arrangements ♦ 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 concepts 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 6.2 Formulate logistics plans related to capital arrangements ♦ Analyse the logistics needs of the customer ♦ Analyse the effects of the inventory arrangement on corporate finance ♦ 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 ♦ Analyse financial needs (other than stock arrangement) of the customer ♦ Suggest methods such as leveraged leasing to meet the requirements of the goods owner ♦ Analyse 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

Unit of Competency – Planning and Design of Logistics Solutions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the logistics, inventory and financial relationship and their effects on the customers; (ii) Capable to analyse 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 – Air Freight and Express

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Plan and design global logistics solutions (logistics facilities)
2. Code	LOCUPD701B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of planning and designing global logistics solutions for customers by utilising the corporate resources and network (logistics facilities).
4. Level	7
5. Credit	6 (for reference only)
6. Competency	<u>Performance Requirements</u> 6.1 Possess the knowledge of global logistics solutions (logistics facilities) ♦ Understand the requirements on logistics, transportation, warehousing, customs and bonded operations imposed by different countries, etc. ♦ Understand the throughput and facilities of ports, terminals and airports of 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 ♦ Understand the design principles of global network ♦ Understand the concepts of connection and "hub and spoke" between regions ♦ Understand the functions of global logistics/distribution centres and their division of work and integration ♦ Understand international logistics models, such as the network of air, sea, rail and highway transport and the costs incurred. ♦ Understand the standardised operations in the logistics industry, such as packaging, documentation, electronic data exchange, internationalised information systems, customs, anti-terrorist measures, etc. ♦ 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 matching principle of transport, stuffing and warehousing 6.2 Plan and design global logistics solutions ♦ Design global logistics network and routes • Analyse the nature, weight, volume and value of goods • Analyse the advantages and disadvantages of using the different modes of transport • Analyse the advantages and disadvantages of using global distribution centres

Unit of Competency – Planning and Design of Logistics Solutions

	• Analyse the feasibility of using cross-docking mode and the advantages and disadvantages • Analyse whether to use centralised warehouses or separate warehouses • Design appropriate routings and frequency to calculate the delivery cost and time among sites of the global network ♦ Bring about synergy through co-ordination and integration of the resources in the company network and of cooperation from partners ♦ Design the best and the most cost effective transport mode, delivery network/routings and multi-modal arrangements, etc ♦ Design cost effective ways of storage, transshipment and distribution ♦ Plan effective workflow and procedures for handling and transferring goods, documents and information
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of planning and designing cost effective solutions for global logistics with reference to the operations policy and the needs of customers; and (ii) Capable of compiling reports to illustrate logistics solutions to the management or the sales department and regular review on the implementation of logistics solutions
8. Remarks	This UoC splits from the Logistics UoC LOCUPD701A

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Planning and Design of Logistics Solutions

1. Title	Plan and design global logistics solutions (market environment)
2. Code	LOCUPD702B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of planning and designing global logistics solutions for customers by utilising the corporate resources and network (market environment).
4. Level	7
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of global logistics solutions (market environment) ♦ Understand the global operations strategies of the company ♦ Understand the legal requirement and obligation of each parties involved in global logistics operations ♦ Understand the capability of comparable global competitors and their scope of service ♦ Understand the nature and characteristics of international freight transport ♦ Understand the operations of free trade zones and bonded areas in the world ♦ Understand the global carriers, airlines, sub-contractors strength and weaknesses, their development plan and global strategies, etc. ♦ Understand the global customers on their strategies plan, products development and shift of sources, etc. ♦ Master the company's connection with intercontinental and global partners, agents and operators ♦ Master the use of analytical tools, such as operational research, statistical method and cost benefit analysis, and relevant computer software 6.2 Plan and design global logistics solutions ♦ Design global logistics network and routes • Analyse the data of cargo volume (in average, maximum, and seasonal terms) of customers and the routing (departure place, transhipment point and destination) and their future shift strategies • Analyse the nature, weight, volume and value of goods • Analyse the distribution and distance of customers • Analyse the feasibility of using cross-docking mode and the advantages and disadvantages • Develop key performance indicators for each sectors to ensure stability and provide continuous improvement of service level to the customers

	• Design the most appropriate IT solutions to meet the customers' requirement • Analyse/identify the bottleneck of operations ♦ Analyse the feasibility of providing different value-added services ♦ Compile reports to illustrate the operations of logistics solutions and the main design concepts and principles ♦ Design ways for information transfer and establish control points ♦ Design the best and the most cost effective transport mode, delivery network/routings and multi-modal arrangements, etc. ♦ Design cost effective ways of storage, transshipment and distribution (extra point) ♦ Examine the services and capability of global contractors/partners in different logistics stages and use the services of appropriate contractors/partners when designing logistics solutions ♦ Co-ordinate the cargo throughput in different regions to maximise utilisation of resources according to the services and capability of global contractors/partners ♦ Prepare implementation plans for logistics solutions ♦ Identify potential risk factors and prepare contingency plan to rectify irregularity ♦ Plan effective workflow and procedures for handling and transferring goods, documents and information ♦ Critically audit logistics solutions in the aspect of resources utilisation in the inter-continental network
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of planning and designing cost effective solutions for global logistics with reference to the operations policy and the needs of customers; and (ii) Capable of compiling reports to illustrate logistics solutions to the management, describe the content and operations of logistics solution and regular review the implementation of logistics solution.
8. Remarks	This UoC splits from the Logistics UoC LOCUPD701A

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Maintain, process and use customer information
2. Code	LOCUSM201B
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	Performance Requirements 6.1 Maintain, process and use customer information ♦ Know about information that the freight company comes into contact during operation, including customer contacts, their special needs, organisational 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 ♦ Understand the impact of leakage and improper use of customer information on the company 6.2 Perform container stowage operation ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to maintain, process and use customer information safely and properly according to company's regulations and legal requirements; and (ii) Master the reasonableness and legality of the use of relevant information under different circumstances with respect to relevant regulations and legal requirements
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Apply communication skills for discussions related to logistics issues
2. Code	LOCUSM203B
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	Performance Requirements 6.1 Understand effective communication skills ♦ 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. ♦ Understand the work scope of the logistics industry, the work flow and functions of each department and associated companies ♦ 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 • 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 6.2 Apply effective communication skills to exchange ideas and foster discussion ♦ 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	The integrated outcome requirement of this unit of competency is: (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
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Apply communication skills for internal communication
2. Code	LOCUSM204B
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	Performance Requirements 6.1 Possess basic communication skills ♦ 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 • 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 ♦ Capable to understand meeting procedures, process and techniques involved, and also the objectives and functions of meetings ♦ Understand the corporate culture, relationship among departments, modes of communication and interpersonal relationship 6.2 Application of communication skills internally ♦ 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 ♦ Capable to make flexible use of writing techniques via memo, email and report to communicate with staff from different departments of the company

	♦ 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 ♦ Respond appropriately and make changes accordingly when it is found that the message for communication fail to be conveyed effectively
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply effective communication skills to make internal communication so as to convey messages clearly and effectively
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Receive customers
2. Code	LOCUSM209B
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	Performance Requirements 6.1 Knowledge of customer service ♦ 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. ♦ Understand the concepts of customer satisfaction and its surveying method 6.2 Receive customer ♦ 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

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (i) Capable to understand customers' preference and demand for logistics services so as to facilitate transactions; and (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
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Present and explain to customers the logistics services offered
2. Code	LOCUSM210B
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	<u>Performance Requirements</u> 6.1 Understand presentation skills and techniques ♦ 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. ♦ 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 6.2 Present and explain to customers the logistics services offered ♦ 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 organisation 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	This integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Update customers with latest company news
2. Code	LOCUSM211B
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	Performance Requirements 6.1 Basic knowledge of communication ♦ 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 ♦ Understand the importance of organising information ♦ Understand the laws guiding the release of promotional information and keeping of customer information 6.2 Inform customers of the latest news ♦ 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 ♦ Organise 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

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	This integrated outcome requirements of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Maintain customer relationship and handle complaints
2. Code	LOCUSM212B
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	Performance Requirements 6.1 Possess basic knowledge of maintaining customer relations and handling complaints ♦ 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 ♦ Understand the steps for developing effective communication ♦ Know about various communication channels and the way to effectively use them ♦ Understand the importance of enhancing customer loyalty ♦ Understand market situation, future development of logistics industry and company new trends 6.2 Maintain customer relations and handle complaints ♦ Analyse 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

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to communicate well with customers so as to foster mutual understanding between customers and the company; and (ii) Capable to understand and respond to customers' requests and inform them of the results after taking follow-up actions
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handle cargo tracking for customers
2. Code	LOCUSM213B
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	Performance Requirements 6.1 Possess basic knowledge of cargo tracking ♦ Understand the concepts 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 ♦ Know about the documentation related to transportation of goods, such as bill of lading, HAWB, 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 ♦ Know about the modes of information exchange regarding cargo tracking and their pros and cons ♦ Master the basic knowledge of computer application ♦ Understand the updated development of cargo track and trace system and application like mobile application, automation, alert system… ♦ Understand the technical requirements of information system used for cargo tracking ♦ Understand the work flow and working procedures in the transport and logistics industry 6.2 Handle cargo tracking ♦ 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 ♦ Capable to updated and development trend of cargo track and trace system from the market ♦ Capable to enhance current company's system to be more competitive and convenience in the market
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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; (ii) Capable to timely report to superiors any difficulties or errors concerning cargo tracking and seek advice from them; and (iii) Capable to provide the updated, upgraded and enhanced application for enhancement of cargo tracking system to the company
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Use simple Putonghua for business communication with customers
2. Code	LOCUSM214B
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	Performance Requirements 6.1 Basic Putonghua terms for logistics industry and general sales terms ♦ 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 6.2 Use simple Putonghua for business communication with customers ♦ Use simple Putonghua 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
7. Assessment Criteria	This integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Use simple English for business communication with customers
2. Code	LOCUSM215B
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	Performance Requirements 6.1 Basic oral English terms for logistics industry and general sales terms ♦ 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 6.2 Use simple oral English for business communication with customers ♦ 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
7. Assessment Criteria	This integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Calculate air freight rates
2. Code	LOAFSM203B
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	Performance Requirements 6.1 Possess basic knowledge of air freight rates and their calculation ♦ Master requirements of air freight regulators, price categories, areas of application and terms for special handling ♦ Master the use of basic calculation devices • 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 ♦ Understand classification of goods and different kinds of freight rates • Specific commodity rate • Class rate • General cargo rate • Minimum rate ♦ Understand customers' freight requirements such as volume, weight, number of pieces, types, values and special arrangement ♦ 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 ♦ 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 weigh ♦ Understand the market competition and major competitors climate ♦ Understand the customers relationship and selection criteria

	6.2 Calculate freight rates ♦ 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	This integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Categorisation of courier and express service
2. Code	LOAFSM204B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to categorise different types of courier and express services. All related staff should apply such knowledge to preform courier and express transaction and offer services to the related issues as per company's policy.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Basic knowledge of courier and express cargo ♦ Know how to categorise the courier and express service as per company's policy including: • Direct/premier service • Deferred service • Post service ♦ Understand courier and express charges for each categories of service ♦ Understand the specification of each categories of service ♦ Understand names and abbreviations of different categories of service 6.2 Categorise express service ♦ Can explain and offer internally and externally to customers, counterparts and colleagues effectively about each service according to their budget and requirement
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to understand and explain different types of courier and express service correctly as per company's policy; and (ii) Capable to introduce the most suitable service to customers
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Present and explain proposals to customers
2. Code	LOCUSM301B
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	Performance Requirements 6.1 Understand the requirements of different customers ♦ 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. ♦ 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 ♦ 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 ♦ Analyse various shipment proposals and their strengths and weaknesses

	♦ Consider different scenarios and different reactions and opinions, then select the appropriate presentation contents ♦ 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	The integrated outcome requirement of this unit of competency is: (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
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Calculate contract air freight charges
2. Code	LOCUSM302B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of contract air freight rates ♦ Understand different methods to calculate rates: fixed rate, Ad Valorem rate, free sale, differential rate, etc. ♦ Apply 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 ♦ Understand the risk management concepts and apply in the calculation ♦ Know about different calculation principles in the contract, such as baseline, types of goods, etc. 6.2 Calculate contract air freight rates ♦ 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 ♦ Potential risk analysis and damage to the management to assess the risk factors
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	This UoC is adopted from the Logistics UoC LOAFSM303A

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Implement customer service management
2. Code	LOCUSM309B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of customer service ♦ 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 the importance of customer to the company and customer service management strategies of the company ♦ Understand service cycle system including: • Relationship between customer satisfaction and staff service • Understanding elements of service excellence including work efficiency, speed, knowledge, sincerity, image and courtesy, etc. 6.2 Implement customer service management ♦ Implement customer service management including: • Managing staff service attitude • Acquiring customers' experience after service consumption ♦ Implement customer service standard including: • 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: • Organising 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 analyse customer service standard ♦ Establish key performance indicator to measure the efficiency and effectiveness of the company's customer relationship management system ♦ Regular review with both internal and external parties to achieve common goals
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Prepare sales proposals
2. Code	LOCUSM311B
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	Performance Requirements 6.1 Basic knowledge of sales proposal writing ♦ Understand the work flow, working procedures and characteristics related to freight service ♦ Master methods of analysing 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 6.2 Write sales proposals ♦ Understand customers' needs for freight service from different channels, work flow of operation, business situation and difficulties ♦ Analyse customer's needs for freight service ♦ Analyse the services provided by key competitors in the market and their characteristics ♦ Put forward different proposals in accordance with customers' requirements and analyse 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

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse customers' needs for freight service and understand customers' business situation; (ii) Capable to analyse market competitors' services and make comparison; and (iii) Capable to write effective sales proposals in accordance with individual customers' situation
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handle and review customer's opinions and complaints about service quality
2. Code	LOCUSM312B
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	Performance Requirements 6.1 Understand the main points in handling customers' complaints ♦ Understand the importance of customers' opinions to company's development ♦ Understand the relationship between different customers and company ♦ Understand customers' requirements for service quality ♦ Understand competitors including services provided, their strengths and weaknesses, service charges and new moves, etc. ♦ Understand the main points in handling customers' complaints including: • 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 the company including business operation, cooperation between departments, and strengths and weakness of services provided, etc. 6.2 Handle customers' complaints ♦ 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

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to review complaint cases under instruction and put forward appropriate improvement proposals
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Use complicated English for business communication with customers
2. Code	LOCUSM313B
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	6 (for reference only)
6. Competency	Performance Requirements 6.1 Know how to master complicated English communication skills ♦ Understand the operation of the logistics industry in deep ♦ Master correct pronunciations of common terms, the abbreviations and technical terms used in the logistics industry ♦ Goods interpersonal skills and sales techniques ♦ 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 customer 6.2 Use complicated English for business communication with customers ♦ Use complicated English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively ♦ Respond to customers' request 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	This integrated outcome requirements of this unit of competency is: (i) Capable to use complicated English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Use complicated Putonghua for business communication with customers
2. Code	LOCUSM314B
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	6 (for reference only)
6. Competency	Performance Requirements 6.1 Know how to master complicated Putonghua communication skills ♦ Understand the operation of the logistics industry in deep ♦ Master common terms, the abbreviations and technical terms used in the logistics industry ♦ Goods interpersonal skills and sales techniques ♦ 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 ♦ Posse good communication skills and skills for receiving customer 6.2 Use complicated Putonghua for business communication with customers ♦ Use complicated Putonghua to communicate with customers so as to understand clearly their needs and execute relevant duties effectively ♦ Respond to customers' request 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	This integrated outcome requirements of this unit of competency is: (i) Capable to use complicated Putonghua to communicate with customers so as to understand clearly their needs and execute relevant duties effectively
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handle air freight cargo space booking procedures
2. Code	LOAFSM302B
3. Range	This unit of competency is applicable to air freight carriers and airlines. Practitioners should be capable to follow the organisation's procedures and requirements to correctly handle and reply to customers the procedures of cargo space booking.
4. Level	3
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of handling cargo space booking ♦ Possess the basic and special knowledge of the air freight industry, including: • General work flow of air freight • Characteristics of different routes, regions and airports • Characteristics of different goods • Requirements of different customers ♦ Understand the condition of cargo space offered by the company ♦ Understand the specification of booking procedure and system of each air freight carriers and airlines ♦ Understand the general responsibilities of carriers and their agents regarding carriage of goods 6.2 Handle and reply to cargo space booking ♦ Collect air cargo space booking requests ♦ Understand loading capacity of aircrafts and make corresponding adjustment as early as possible ♦ 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 organisation's objectives with considerations such as: • Aircraft's loading policy requirements • Current weather and flight conditions • Safety guidelines of monitoring organisation • 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 organisations or persons • Use network system, electronic data interchange, fax or predetermined means of communication to reply the forwarding agent or consigner • 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 • 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 • Develop automation and data compatibility with air freight carriers and airlines • Develop platform to capture, share and update data to enhance efficiency • Regular review on the system development with key business partners and introduce the trend to the company
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (i) Capable to follow the organisation's procedures and requests to handle and answer customers regarding cargo space booking; and (ii) Capable to complete the delivery and filing of documents on air cargo space booking
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Prepare express package pick-up schedule
2. Code	LOAFSM304B
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	Performance Requirements 6.1 Knowledge of express package pick-up schedule ♦ Understand the concepts 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 6.2 Prepare express package pick-up schedule ♦ 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 ♦ 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	This integrated outcome requirement of this unit of competency is: (i) Capable to effectively prepare pick-up schedule so as to enhance the pick-up efficiency.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handle international express service booking
2. Code	LOAFSM305B
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	Performance Requirements 6.1 Knowledge of mastering the process and customer service of express service ♦ Understand the handling process of express package ♦ Understand the company's policy and requirements on customer service ♦ Understand the relationship between service and routing and the charges chart and tariff and how to utilise them to recommend the best options for the customers ♦ Know customer's requests well ♦ Master the basic concepts of customer service principles ♦ Be familiar with terminology of the industry ♦ Master telephone conversation skills and manner ♦ Conversant with the operation of computer system and customer service system 6.2 Handle pick-up matters of international express package and parcel ♦ Handle pick-up matters of international express package and parcel for customers • Listen or read the customer's requests • Analyse the requests of customers to see if they are within the company's service areas • Follow the company's KPI to handle customer booking lead time and claim • Handle and record all transaction and instructions with the customers to ensure other departments among the company can follow the customers instruction • Report irregularities to supervisor and update customers for the status and action planned/solution • 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 ♦ 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 any changes or cancellation requests in the information system to pick-up department or centre via information system, and take down the record ♦ Handle customers' requests for making changes or cancellation of booking in accordance with the company's procedures
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	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handle enquiries on air freight rate
2. Code	LOAFSM306B
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	Performance Requirements 6.1 Basic knowledge of mastering air freight rate and customer service ♦ 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 ♦ Be familiar with the benchmarking system under different trade specification ♦ Understand the difference of service level against price level of different trade, airlines and customers. ♦ 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 ♦ 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 applying different channels such as telephone calls, emails and letters
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to accurately list out freight rates, charging items and the calculation principles for freight orders; and (ii) Capable to make correct recommendations to customers based on freight rates and charges
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Calculate commission and concession
2. Code	LOAFSM307B
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	Performance Requirements 6.1 Basic knowledge of commission and concession ♦ 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. 6.2 Calculation of commission and concession ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to calculate various kinds of commission and concession according to contract terms or industry practice.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Formulate an overall strategy for participating in industry conferences in the logistics industry
2. Code	LOCUSM401B
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	Performance Requirements 6.1 Possess the knowledge of industry conference ♦ 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 ♦ Understand the design of the venue for launching industry conferences including space use, control over flow of attendees, and seat arrangement, etc. ♦ Understand the related regulatory requirement on the participation of conference ♦ Understand the obligation and limitation of information discussed and released during the conference 6.2 Formulate the overall strategy for participating in industry conferences ♦ 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-organiser ♦ Master the procedure for designing the conference venue, including: • Understand the design drawings • Communicate with the designer, contractor and the technicians of the organiser • 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 ♦ Review if the industry conference being held has achieved company's intended outcome ♦ Prepare and review information to be shared and discussed before conference to ensure legal compliance ♦ Prepare and distribute to senior levels staff in the company about the legal obligation in dealing with information flow with conference members
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply knowledge related to industry conference and analyse, 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 ; (ii) Capable to lead a team to participate in work related to industry conference; and (iii) Capable to review the meeting organised by related associations can reach the desired outcomes
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Manage customer service centres
2. Code	LOCUSM402B
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	6 (for reference only)
6. Competency	Performance Requirements 6.1 Know how to master knowledge about customer service centres ♦ 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 ♦ Understand rules and regulations relation to the operation of customer service centres ♦ Understand the importance of setting KPI to measure the efficiency and effectiveness of the customer service centre ♦ Review performance regularly and strengthen compliance through internal and external parties ♦ Know the skills for managing customer services centre 6.2 Formulate customer service centres policies ♦ 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 key performance indicators according to the requirement and measurement of internal and external departments ♦ Implement measurement systems with different level of staff requirement
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate customer service centres' policies and staff service guidelines to enable the effective operation of customer service centres; and (ii) Capable to establish key performance indicators and measurement systems to maintain and provide high level results of customers service centres
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Implement the overall marketing plan
2. Code	LOCUSM403B
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 analyse and assess market information and future demand, and implement the overall marketing plan effectively.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand marketing theories ♦ Understand overall market promotional plan including the concepts, promotional targets, main points and intended outcome, etc. ♦ Understand the actual operation and sales environment of the logistics industry ♦ Analyse 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 6.2 Implement overall marketing plan ♦ Analyse market and target customer segments' characteristics, and customers' service consumption motives ♦ Formulate e-marketing and e-commerce plans to monitor the promotional outcome ♦ 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. ♦ Organise 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 ♦ Establish measurement to measure the result of marketing plan against target for future planning and redevelopment

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to apply marketing theories to analyse and assess the logistics market sales concepts; and (ii) Capable to analyse the characteristic of the market and target customers and organise and implement solid general market development tasks
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Assess the overall marketing plan and performance indices
2. Code	LOCUSM404B
3. Range	This unit of competency is applicable to all sea freight, air freight, and express operators. Practitioners should be capable to analyse 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	6（for reference only）
6. Competency	<u>Performance Requirements</u> 6.1 Understand market situation of the logistics industry ♦ 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 analyse 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. ♦ Establish key performance indicators to measure the efficiency and effectiveness of the marketing plan ♦ Review the performance and enhance system with internal and external parties on the compliance 6.2 Assess the overall marketing plan and performance indices ♦ 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 ♦ Compile a review report regularly to assess the results of promotional plan
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to analyse and assess the marketing plan of the logistics industry, and formulate and review performance indices; and (ii) Capable to establish key performance indicators to measure the result of marketing plan and report regularly
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Analyse current market situation and trend of the logistics industry
2. Code	LOCUSM405B
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 analyse current market situation and trend of the logistics industry.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand logistics market data collection and analysis ♦ Understand different channels of collecting logistics market data and organise and consolidate data collected, such as: • Consumer/customer survey • Focus group • Market information • Information of the industry • Statistical figures ♦ Understand the tools for market analysis, such as: • 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 ♦ Know how to analyse the development potential, sales structure and existing direction for various targeted markets overseas 6.2 Apply the results of market analysis ♦ Analyse 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, key performance indicators requirement, and modify accordingly ♦ Select suitable analytical report for relevant customers' information with the base of pre-set key performance indicators

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to collect relevant logistics market data for systematic analysis, market trend forecast and flexible provision of new services
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Assess sales information of the industry
2. Code	LOCUSM406B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand tools and methods for sales trend analysis ♦ 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 ♦ Understand the calculation of market share ♦ Understand the channels in obtaining market information and intelligence ♦ Understand the sources of information and statistics ♦ Understand the development of new statistics and its' availability ♦ 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 ♦ Master basic knowledge of statistics 6.2 Assess sales trend ♦ Obtain market data, information and intelligence ♦ Develop new channels for data and information capturing with more efficient and effective way ♦ Master the reliability and validity of information and statistics before delivery ♦ Assess actual sales condition with regard to the policy and sales goal of the company ♦ Analyse causes of the change in sales performance ♦ Measure sales performance differentials ♦ Analyse the change in market share ♦ Analyse the effectiveness of the sales channels and network ♦ Analyse 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 ♦ Implement new system of capturing information, data and statistics efficiently and effectively
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to use analytical tools, market data and information to assess sales trend accurately; and (ii) Capable to compile reports to illustrate the information assessment results and offer suggestions on formulation of effective sales strategy to the management level
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Analyse customers' freight service needs
2. Code	LOCUSM407B
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	6（for reference only）
6. Competency	<u>Performance Requirements</u> 6.1 Knowledge of freight services ♦ Understand freight services and logistics operation ♦ Understand the relevant regulatory requirement on this area ♦ Understand the macro freight market and factors affecting market demand, such as the economy, environment for competition, politics and legislations ♦ Master channel for competition climates ♦ Master theories and methods for customer needs analysis ♦ Master basis techniques for statistics and data analysis ♦ Master techniques in establishing and maintaining customer relationship ♦ Master techniques in communicating with customers 6.2 Analyse customers' freight service needs ♦ Obtain data, information and intelligence about customer's operation or sales ♦ Analyse the business situation of the customer ♦ Use statistical and operations management methods to forecast customer's freight volume in future ♦ Visit customer's company to understand and assess customer's freight service needs ♦ Analyse 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 ♦ Analyse the customer's needs of other freight services, such as re-packaging, consolidation, etc. ♦ Compile a report to explain customer's freight needs and help the decision-makers to formulate services strategy effectively ♦ Establish channels to assess the competition climate

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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 (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
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Formulate customer relationship strategy
2. Code	LOCUSM408B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of customer relationship ♦ 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 company's resources and limitations ♦ Understand the concept of business partner relationship ♦ 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 ♦ Master different channels to contact customers ♦ Understand the need to formulate relationship strategy for respective customers ♦ Understand causes of customer dissatisfaction and customer loss 6.2 Formulate customer relationship strategy ♦ Classify customers according to the business strategy of the company, and customer's needs, characteristics and business turnover ♦ Analyse the possibility of establishing good relationship with the customer and the advantages and disadvantages for both sides ♦ Analyse 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 analyse 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

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Apply methods in marketing and promotion
2. Code	LOCUSM409B
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	Performance Requirements 6.1 Understand marketing and sales concepts ♦ Understand the operation of the logistics industry ♦ Understand fairly the business operation of the company ♦ Understand customers' business, operation, characteristics, service requirements, business relationship with the company, sales volume, etc ♦ Understand different distribution channels ♦ Understand the current situation of the logistics industry and the future trend ♦ Understand fairly the current situation and activities of market competitors ♦ Understand marketing and sales concepts ♦ Master marketing and sales network concepts of the local market and relevant restrictions, including the legal restrictions imposed locally and overseas ♦ Good communication skills ♦ Good interpersonal relationship 6.2 Apply marketing and sales approach to help develop business continuously ♦ 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 ♦ Establish measurement to evaluate the efficiency and effectiveness of each channel for future strategies planning

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply marketing and sales approach in logistics-related marketing and sales promotion according to the overall marketing strategy
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Apply internet for business promotion
2. Code	LOCUSM410B
3. Range	This unit of competency is applicable to all sea freight, air freight and courier and express operators. Practitioners should be capable to apply internet for logistics-related marketing and sales promotion so as to enhance the popularity and competitiveness of the company.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand the concepts of internet for business promotion ♦ Understand business operation of the company ♦ Know how to establish internet brand name and reach customers effectively ♦ Understand the concepts of synchronisation ♦ Understand the updated legal application and risk ♦ 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 the market situation of the logistics industry and the future trend ♦ Understand details and code for online transaction and its validity ♦ 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. ♦ Master marketing and sales network concepts of the local market and relevant restrictions, including the legal restrictions imposed locally and overseas ♦ Possess legal knowledge relevant to business promotion on the internet 6.2 Apply internet for business promotion ♦ Analyse the implementation of online sales to catch business opportunities ♦ Collect data and conduct market analysis, and use internet to analyse customers' consumption mode

	♦ Apply 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 run legally ♦ Review the effectiveness of using internet for business promotion ♦ Apply internet promotion business and related legal knowledge to ensure business promotion run legally electronic system to strengthen information security ♦ Apply electronic system to strengthen security system to ensure the confidentiality of information ♦ Establish measurement tools to measure the efficient and effectiveness of the internet promotion and re-evaluate actin plan
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to internet to promote business to increase the company's reputation and achieve legal and effective business promotion; and (ii) Capable to review the effectiveness of applying internet to promote business and establish measurement tools to measure the efficiency and effectiveness of Internet promotion
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Analyse customers business performance
2. Code	LOCUSM411B
3. Range	This unit of competency is applicable to sea and air freight forwarders, courier and express companies. Practitioners should be capable to obtain data from customers, and analyse the business performance through the data to allow the company to understand the business performance of major customers and provide the foundation of providing tailor-made transport and logistics services accordingly.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of analysis of customer business performance ♦ Understand the situation of the customer's industry ♦ Know how to apply the basic knowledge of statistics and statistical analysis tools ♦ Understand the methods and tools for collecting data and intelligence ♦ Understand good communication skills ♦ Understand the flow and procedures of freight and logistics operations ♦ Understand the derivative demand concepts of freight and logistics operations 6.2 Analyse customer business performance ♦ Establish a data collection mechanism for customers ♦ Analyse the services provided and business performance of customers ♦ Obtain customer's business transaction data and conduct statistical analysis ♦ Obtain the latest information from customers regularly ♦ Analyse the amount of cargo handled by the company in the customer’s business ♦ Analyse the opportunities and feasibility of increasing cargo volume handled ♦ Analyse and expand the opportunities and feasibility of handling other goods ♦ Analyse the company's future development direction whether any beneficial to customers ♦ Compile customer business analysis report

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to obtain customers' data for analysis (ii) Capable to provide an effective analysis and compile customer business performance analysis reports as per the development of both customers themselves and the company
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Lead the sales teams
2. Code	LOCUSM413B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of providing leadership to sales team and managing resources effectively.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Know about sales management ♦ Know about the principles of sales management ♦ Understand business operations and operating environment in logistics related industries ♦ Understand company policy and procedures ♦ Understand relevant regulatory requirements 6.2 Lead a sales team ♦ Identify individual team members' specific needs and considerations ♦ Identify and address operational contingencies specific to an individual, context, time or territory ♦ Achieve consistent management practices ♦ Action and follow up teams' needs and requests ♦ Achieve credible communication through clarity of decisions and timely management responses ♦ Identify and resolve breakdowns in communication and trust relationships 6.3 Manage coverage of a sales team ♦ Clearly communicate performance targets for service levels and sales for sales team representatives and ensure they are understood ♦ Secure sales reports from sales team members in agreed detail, format and deadlines ♦ Analyse and action sales team members' reports 6.4 Manage sales team resources ♦ Deploy budget and resources to the sales team ♦ Motivate team members to achieve individual and collective sales and performance targets ♦ Determine equipment and resource requirements for sales team operations ♦ Establish procedures for sales team to request resources ♦ Process sales team requests for additional resources if required

	♦ Manage sales team equipment according to budget and operational requirements ♦ Monitor compliance of sales team resource expenditure with budget 6.5 Conduct sales team meetings ♦ Organise and resource sales team meetings as required ♦ Facilitate sales team meeting to achieve agreed agenda and objectives ♦ Minute, record and report meetings ♦ Ensure field and sales team meeting outcomes are satisfied 6.6 Manage sales team ♦ Ensure sales, service and management activities reflect business sales and service policies and procedures ♦ Ensure personal behaviour of team members reflects the values and culture encouraged by the business ♦ Ensure personal performance of team members meet business expectations and achieve team objectives
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of setting and communicating performance standards, sales targets and individual performance requirements to team members; (ii) Capable of evaluating and amending leadership style to meet work team, contingency and performance contexts; and (iii) Capable of communicating sales/service targets and plans and provide feedback on operations and outcomes to relevant personnel
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Compile courier and express service charges schedule
2. Code	LOAFSM401B
3. Range	This unit of competency is applicable to courier and express companies. Practitioners should be capable to compile courier and express service charges schedule for the company and promote to customers effectively on the charges structure and methods.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of courier and express charges ♦ Understand the concepts of simple courier and express service charges schedule ♦ Understand the reasons for the establishment of a simple courier and express service charges schedule and cargo specifications ♦ Understand the concepts and reasons of courier and express cargo zone charge ♦ Understand the differences in shipping and delivery costs in different countries ♦ Understand the company's operation policies, courier and express service charges standards and charging policies ♦ Understand the relationship between delivery country, distance, weight and charges ♦ Understand special arrangements for delivery country or terminal ♦ Understand the reasons why some countries charge different fees in the same charging zone ♦ Understand the company's policies on charges development, setting, modification and approval of pipelines and procedures ♦ Understand the development method and mechanism of the market bulletin chart 6.2 Compile courier and express service charges schedule ♦ Prepare courier and express service charges schedules for customers as per the company's operations strategy and sales methods ♦ Calculate the main charges by weight and location in a simple tabular form ♦ Add appropriate notes for special arrangements and additional charges, etc. ♦ Apply diagrams, words and sentences, fonts, sizes and colours, etc. to clearly indicate the content of the charges ♦ Design the arrangement of the charges schedule

	♦ Adjust the content of the charges schedule according to the company's instructions ♦ Develop a feedback mechanism and integrate information so that the company can formulate new pricing strategies ♦ Record the trend and development of the express delivery fee market so that the company can formulate a future forecast of the competitive environment report
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to compile an effective courier and express service charges schedule, and can clearly present all related courier and express service charges structures and method to the customers
8. Remarks	This UoC is adopted from Logistics UoC LOAFSM301A. The QF level is adjusted from level 3 to level 4.

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handle co-loading market transactions with air freight forwarders
2. Code	LOAFSM402B
3. Range	This unit of competency is applicable to air freight forwarders. Practitioners should be capable to analyse 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	Performance Requirements 6.1 Possess basic knowledge of co-loading market transaction ♦ Understand the types and characteristics of air cargo ♦ Understand the process of handling air cargoes ♦ Understand the concepts and operation of co-loading market transaction ♦ Understand the market trend and development to establish effective marketing plan ♦ Understand the legal obligation and compliance of related regulatory requirement of co-loaders. ♦ 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 6.2 Handle co-loading market transactions ♦ Maintain good relationship with other forwarding agents so as to develop a co-load market network ♦ 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 ♦ Ensure all the documents are included updated related regulatory requirement and terms to remind the co-loader to comply with ♦ Regular review and notice to co-loaders to ensure their compliance of rules and regulations ♦ Regular review and update from related regulatory departments and association and report to the company

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (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 (ii) Capable to effectively release and collect information on co-loading market transaction.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Execute district courier and express market promotion plan
2. Code	LOAFSM403B
3. Range	This unit of competency is applicable to courier and express companies and courier and express service providers. Practitioners should be capable to apply marketing theories, investigate the market trend, analyse appropriately and assess courier and express market information and future needs, execute effectively on the district courier and express market promotion plan
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of courier and express market promotion theories ♦ Understand the basic marketing theory ♦ Understand district market promotion plan, including: planning concepts, promotion target and expected results, etc. ♦ Understand the actual operation and marketing environment of the courier and express service industry ♦ Analyse consumer behaviour and the factors of using express delivery services, and master methods to use market strategies to influence consumer behaviour ♦ Understand the Online commerce and e-marketing methods ♦ Understand the marketing concepts, tool application and strategic application knowledge in the field of courier and express service industry marketing 6.2 Execute district courier and express market promotion plan ♦ Analyse the characteristics of the courier and express service market and target customer groups, and understand customers' motivations for using the service ♦ Implement e-marketing and e-business plans ♦ Implement marketing strategies for the behaviour of courier and express customer groups ♦ Implement the strategy of the marketing plan to match the company's development plan and business budget, including design, promotion and promotion purposes and plans, etc. ♦ Coordinate and implement the district courier and express market promotion plan ♦ Evaluate various ways to improve and meet customer needs ♦ Establish key performance indicator effects

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply market promotion theories to execute district market promotion plan as per company's target; and (ii) Capable to establish key performance indicators to assess the effectiveness of promotion plan
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handling of the co-loading courier and express service
2. Code	LOAFSM404B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to handle the co-loading courier and express services. All related staff should apply such knowledge to perform courier and express transaction and offer services to the related issues as per company's policy, provide flexibility of courier and express service in different sizes of cities to obtain the best result.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of courier and express cargo ♦ Understand different types and characteristics of express goods in different markets ♦ Understand the concepts and operation of the express market in peer pallet trading ♦ Understand individual express market trends and developments to establish effective peer pallet trading marketing programs ♦ Understand co-loader's legal obligations and compliance with relevant regulations ♦ Understand the market combination of different types of peer pallet transactions ♦ Know how to maintain a good relationship with peers and develop a network related to peer pallet transactions 6.2 Handle co-loading courier and express service ♦ Obtain market intelligence, take care of the supply and requirements of pallets of different types of goods ♦ Handling of documents and responsibility transfer issues for peer pallet transactions ♦ Establish a message exchange mechanism ♦ Ensure that all documents comply with relevant regulatory requirements and provisions to remind co-loaders to comply ♦ Review periodically and notify co-loaders to ensure compliance with rules and regulations ♦ Review regularly and update related management departments and associations

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to understand and explain different types of courier and express service correctly as per company's policy; and (ii) Capable to introduce the most suitable service to customers.
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Implement strategy of courier and express freight charges quotation
2. Code	LOAFSM405B
3. Range	This unit of competency is applicable to courier and express companies and any freight forwarders who offer courier and express service. Practitioners should be capable to provide the courier and express freight charges quotation to customers and implement strategy of courier and express freight charges quotation effectively.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to courier and express freight charges ♦ Understand the charging concept, charging agencies and services of express delivery in the market ♦ Understand the express cost strategies of different companies in the market, including various types, measurements, tariffs/taxes, etc., cost standards and calculations for each item ♦ Understand customer's requirements for express service ♦ Understand factors affecting the quotation of express freight ♦ Understand the advantages and disadvantages of different companies in the express freight quotation strategy and their effectiveness 6.2 Implement strategy of courier and express freight charges quotation ♦ Consider the characteristics of each region, type of goods, etc., to formulate different implementation quotation strategies ♦ Test the sensitivity of different strategies to targets such as revenue or market share ♦ Establish guidelines to the marketing department ♦ Explain the implementation of the quotation strategy to the marketing department ♦ Formulate reports and company indicators ♦ Regularly receive feedback and review the effectiveness to revise the strategy
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate and execute express freight quotation strategies and indicators; (ii) Capable to lead the sales team to implement related work to achieve company targets; and (iii) Capable to make appropriate revisions based on the effectiveness of the company's target effective management strategy
8. Remarks	This UoC is adopted from the Logistics UoC LOAFSM301A. The QF level is adjusted from level 3 to level 4.

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Assess the demand for the services of the logistics industry and formulate sales budgets
2. Code	LOCUSM501B
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 analysing and assessing various factors affecting sales condition.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of mastering sales trend and budgeting ♦ 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 and express 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. ♦ Understand global cargo flows and trend to plan for the sales budget ♦ Knowledge of sales commission, incentive and other motivation scheme that the best suit for the company and can achieve company's sales budget ♦ Knowledge of sales budget development based on the company's target and objective ♦ Understand the financial issues, impact and concern among transaction that can affect the sales budget

	6.2 Formulate sales budgets ♦ Apply 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: • 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 ♦ Formulate budget by products, trades and other combination in line with the company's structures or functional requirement and help to allocate the revenue properly ♦ Coordinate with finance department to understand and include the financial cost and other hidden cost among the transaction as consideration of sales budget
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 analysing and assessing various factors affecting sales condition
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Plan business development strategies and explore new markets
2. Code	LOCUSM503B
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	Performance Requirements 6.1 Understand the market situation of the logistics industry ♦ 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 ♦ 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 ♦ Understand the new market trend development with express, post service with short-, mid- and long-term sales strategies and focus

	6.2 Plan company business development and explore new markets ♦ 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 express, e-logistics, and coordinate with internal company management level to understand the pros and cons to business development in implementing e-logistics ♦ Analyse the feasibility of and plan for the promotion of e-logistics, and understand the barriers involved ♦ Analyse the development potential of various target markets and the feasibility of business development ♦ Analyse the requirement and development of new niche market like Halal logistics, Remain logistics, Frozen/cold chain and other emerging markets
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to understand the market situation and the future development of the logistics industry based on different countries' information and data about the logistics industry, and plan company business development strategies precisely and explore new markets.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Formulate pricing strategy
2. Code	LOCUSM504B
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	Performance Requirements 6.1 Possess the knowledge of formulating pricing strategy ♦ 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 ♦ 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 ♦ Understand market structure and the impact of its development changes on price ♦ Understand the revenue-sharing arrangement in different countries, regions or industries ♦ Understand related countries' principles and regulations on price management ♦ Understand the financial issues among the transaction including interest rates for credit facility, manpower, administrative cost…. ♦ Understand the cost/revenue allocation and balance for global customers with different trades, products and profitability involved ♦ Understand the pricing competition and profitability of individual trade, product and customer as input for company's decision making ♦ Master different pricing strategies, such as: cost pricing, flexible pricing and discount pricing strategies ♦ 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 ♦ Master the impact of psychological factors on pricing strategy formulation

	6.2 Formulate pricing strategy ♦ 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 ♦ Analyse competitors' pricing and services provided ♦ Estimate market reaction and competitors' reaction to price changes ♦ Assess 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 ♦ 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	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to compile reports or guidelines to illustrate company's pricing strategy
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Formulate marketing strategy
2. Code	LOCUSM505B
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	Performance Requirements 6.1 Possess the knowledge about marketing strategy ♦ Understand the operation, overall market situation and future development of the logistics industry ♦ Understand the concepts 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 ♦ 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. ♦ Understand the future trend and development plan of key market players, market leaders, key subcontractors and customers in short-, mid- and long-term basis ♦ Understand the marketing analysis tools including BGC, Mckency, etc. and how those tools can be used to assist and formulate the most appropriate mixed marketing strategies for the company ♦ Master service and product strategies, techniques of market analysis, sales and marketing strategies, public relations techniques, customer behaviour, economics, accounting and financial concepts, etc. ♦ Master the latest moves and development of sales and marketing

	6.2 Formulate marketing strategy ♦ 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 ♦ Master all the outcomes and information after a promotional campaign has been held so as to analyse 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 ♦ Collect input regularly from both internal and external customers to re-set the marketing strategies including ad-hoc, short-, mid- and long-term basis ♦ Promote new marketing tools with new technologies like apps media
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are： (i) Capable to conduct market research, and formulate appropriate marketing strategy according to company's operation policies and development direction; and (ii) Capable to review and analyse the overall market environment so as to develop a systematic sales and marketing approach
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Conduct contract negotiation
2. Code	LOCUSM506B
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	Performance Requirements 6.1 Possess the knowledge about contract negotiation ♦ Understand business law, relevant international conventions, regulations and legislations ♦ 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 ♦ Understand the updated relevant regulatory requirement ♦ Master communication skills ♦ Master the industrial standards or regulators' requirements 6.2 Conduct contract negotiation ♦ Analyse the areas and the transport or logistics activities that the contract involved ♦ Analyse the cooperation mode of and the relationship between the company and the customer ♦ Analyse the range of service provided by the company and its limitations ♦ Analyse 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 ♦ Aanlyse past business records of the company so as to make the contract terms tally with company goal and minimise the risks faced by the company ♦ Use the techniques in negotiation, communication, calculation and forecast to fight for favourable terms for the company

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to understand the goals or baseline expected by both sides to the contract; (ii) Capable to use the techniques in negotiation to fight for favorable terms for and protect the interests of the company; and (iii) Capable to write the contract terms and clearly state the requirement of both parties.
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Handle co-load market transaction with freight forwarders and logistics service providers
2. Code	LOCUSM507B
3. Range	This unit of competency is applicable to courier and express service providers. Practitioners should be capable to handle co-load market transaction with freight forwarders and logistics service providers to improve the flexibility of cargo agent service combination and achieve the best profitability.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of co-load marketing ♦ Understand different types and characteristics of express goods ♦ Know how to handle express goods ♦ Understand the concepts and operation of freight forwarding market transactions (freight forwarders and logistics companies) ♦ Understand the business models of different freight forwarders and the obligations and responsibilities in their business operations ♦ Know how to coordinate the process and requirements of the co-load market ♦ Understand different processing procedures between the direct retailer/consumer and the joint handling market 6.2 Handle co-load market transaction ♦ Establish and maintain good relationships with market participants, including freight forwarders, logistics service providers, to establish a co-load market network ♦ Obtain information about the co-load market, the supply and demand of goods at different times, sources and destinations, and other related information ♦ Development of information and document exchange mechanisms ♦ Formulate the contract terms of the co-load market in accordance with company policies, relevant regulations and other requirements of freight forwarders ♦ Formulate key performance indicators and reports to measure the results of cooperation to achieve company goals
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to apply the knowledge of courier and express service to develop new business opportunities – co-load market; and (ii) Capable to make use of the co-load market transaction to improve the revenue and/or market share.
8. Remarks	

1. Title	Formulate strategy of air freight quotation
2. Code	LOCUSM513B
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	5
5. Credit	6 (for reference only)
6. Competency	<u>Performance Requirements</u> 6.1 Possess the knowledge of air freight rates ♦ Know the formulation process of air freight contract ♦ Understand customers' requirements for air freight services ♦ Understand the competitive advantage 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 agents and airlines, etc 6.2 Formulate strategy of air freight quotation ♦ Set objectives for the quotation strategy ♦ Consider the factors of region and goods type to formulate quotation strategy ♦ 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	The integrated outcome requirements of this unit of competency are: (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 calculations; and (ii) Capable to explain the quotation strategies to sales department with regular collection of feedback for adjustment of strategies
8. Remarks	This UoC is adopted from the Logistics UoC LOAFSM401A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Formulate courier and express cargo pricing strategy
2. Code	LOAFSM501B
3. Range	This unit of competency is applicable to courier and express companies, freight forwarders and logistics companies. Practitioners should be capable to set reasonable courier and express charging standard for the company and formulate strategy
4. Level	5
5. Credit	9（for reference only）
6. Competence	Performance Requirements 6.1 Possess the relevant knowledge of express charges ♦ Understand the express cost strategies of different companies in the market, including various types, measurements, tariffs/taxes, etc., cost standards and calculations for each item ♦ Understand the concepts of express charges, charging organisations and types of their services and different industries, products and profitabilities of global customers on cost/revenue distribution and balance ♦ Understand the composition of express delivery prices, the classification and calculation of freight rates, and the ability to grasp the relationship between price and cost ♦ When calculating intermodal transportation prices, understand the charges and operating costs of each operation mode of land, sea and air ♦ Understand charging principles or regulations and laws formulated by the industry ♦ Understand market price analysis methods and concepts, such as market leadership prices, game theory analysis, etc ♦ Understand different price strategies, such as: cost price strategy, flexible price strategy and discount price strategy ♦ Understand the main environmental factors and psychological factors that affect the company's service pricing, such as: socio-economic conditions, currency changes, consumer demand, market structure and competitors' behaviour 6.2 Formulate express charging strategy ♦ Select the pricing target according to the supply and demand of the service in the courier and express market, the company's market positioning and other factors

	♦ According to the goals set by the company, considering different factors, determine the company's profit cost and select pricing methods ♦ Assess the market and analyse competitors and their reactions to price changes ♦ Formulate guidelines and directions for providing price discounts ♦ Analyse the cost/revenue distribution and balance of global customers involving different industries, products and profitability ♦ Review regularly whether the courier and express pricing strategies can achieve the goals set by the company and adjust accordingly ♦ Compile reports or guidelines to different departments of the company to evaluate the effectiveness of the company's price strategies
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to follow the company's courier and express pricing goals, analyse market factors, evaluate the market and competitors' responses, formulate appropriate express pricing strategies and provide price discount guidelines and directions; and (ii) Capable to review the express pricing strategy on a regular basis and write reports to evaluate the company's express pricing strategy
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Formulate marketing strategy of express market
2. Code	LOAFSM502B
3. Range	This unit of competency is applicable to all sea freight, air freight and courier 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	Performance Requirements 6.1 Possess the relevant knowledge about courier and express marketing strategy ♦ Understand courier and express marketing strategies of different companies ♦ Understand the main environmental and psychological factors that affect the company's service requirements, such as: socio-economic conditions, currency changes, consumer demand, market structure, competitor behaviour and future trends ♦ Understand the concepts of marketing, and grasp the company's current status and future development ♦ Understand different types of express customers, including the status of their business, future changes and development, business characteristics, demand for services, turnover brought by personnel relations, etc. ♦ Understand competitors in the courier and express market, including their business status, future changes and development, services provided, personnel relations, market share, etc. ♦ Understand express-related commercial laws and regulatory requirements related to marketing ♦ Understand the basic marketing elements and concepts, such as promotion, market research, product mix and sales management ♦ Understand the interface of express market strategy, such as customer service, price, image ♦ Understand the future trends and development plans of major market participants, market leaders, key subcontractors and customers on a short-term, medium- and long-term basis ♦ Know how to use market data, including consultant reports, to develop appropriate express market strategies for the company ♦ Understand the service product strategy, market analysis skills, marketing strategy, public relations skills, consumer behaviour, economics, accounting and financial concepts, etc.

	6.2 Formulate courier and express marketing strategy ♦ According to the supply and demand of services in the express market, the company's market positioning and other factors, evaluate the potential risks and benefits of the company's development ♦ Choose a market strategy and marketing channel suitable for the company's development ♦ List the overall marketing strategy, including clear goals, detailed and complete market research, service development to meet market needs, publicity activities, perfect distribution channels, proper administration and accurate effectiveness evaluation ♦ Analyse the results and information of all promotion plans, so as to analyse and formulate future marketing strategies, and add regional elements ♦ Design a propaganda image, slogan and direction suitable for the company's development ♦ Compile a report to explain the formulation of market strategies ♦ Coordinate with relevant associations and government agencies and other relevant parties to develop new market opportunities through the combination or diversification of existing products and marketing strategies ♦ Obtain regularly opinions from internal and external customers to reformulate marketing strategies, including temporary, short-term, medium-term and long-term basis ♦ Apply new technologies (such as applied media) to promote new marketing tools
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are： (i) Capable to conduct market research and formulate appropriate express marketing strategies in accordance with the company's express delivery policy and development direction; and (ii) Capable to analyse and use market analysis data to suggest marketing strategies for entering the market
8. Remarks	

Unit of Competency – Sales, Marketing and Customer Services

1. Title	Formulate strategy of courier and express freight quotation
2. Code	LOAFSM503B
3. Range	This unit of competency is applicable to courier and express companies and any freight forwarders who offer courier and express service. Practitioners should be capable to formulate strategy of courier and express quotation when such quotations are made to customers.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to courier and express freight charges ♦ Understand the express cost strategies of different companies in the market, including various types, measurements, tariffs/taxes, etc., cost standards and calculations for each item ♦ Understand the charging concepts, charging agencies and services of express delivery in the market ♦ Understand the supply and demand of express service and the company's market positioning ♦ Understand the composition of express delivery prices, the classification and calculation of freight rates, and the ability to grasp the relationship between price and cost ♦ Understand the calculation of the intermodal price, understand the charges, operating costs and calculation methods of each operation mode of land, sea and air ♦ Understand customer's requirements for express service ♦ Understand the advantages of freight services and value-added services provided by the company ♦ Understand factors affecting the quotation of express freight 6.2 Formulate the strategy of courier and express freight quotation ♦ Formulate the purpose of the quotation strategy ♦ Formulate quotation strategies according to different factors such as different regions and types of goods ♦ Examine the sensitivity of different strategies to targets such as revenue or market share ♦ Formulate quotation guidelines to marketing department and related departments ♦ Establish relevant training to relevant departments ♦ Obtain regular feedback to revise the quotation strategy ♦ Conduct regular meetings to review benefits and revise plans

Unit of Competency – Sales, Marketing and Customer Services

7. Assessment Criteria	This integrated outcome requirement of this unit of competency are: (i) Capable to analyse the factors that affect the express freight quotation, and formulate express freight quotation strategies to match the company's operating policy; and (ii) Capable to formulate quotation guidelines and provide relevant training to relevant departments to ensure that the express freight quotation work is carried out effectively
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Collect and deliver express items
2. Code	LOAFCT110B
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	Performance Requirements 6.1 Possess the basic knowledge of express items /parcels ♦ Understand the working environment and safety measures for express item /parcel delivery ♦ Understand the key performance indicator of each area and measurement management ♦ Know the names of airports and countries and their abbreviations, cargo names and addresses ♦ Understand the method and principles of sorting • Procedures for sorting express items /parcels • Sorting categories for express items /parcels ♦ Master the basic knowledge of express items /parcels • Possess the basic knowledge of procedures for handling express delivery documents • Capable to read the English in general logistics documents 6.2 Collect and deliver express items ♦ 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, transhipment 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 ♦ Comply with the company's requirements and meet with the key performance indicator ♦ Reflect the enhanced indicators for achieving company goals

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	This integrated outcome requirement of this unit of competency is: (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; and (ii) Capable to comply with major continuity indicators and reflect to company
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Handle temporary imports
2. Code	LOCUCT201B
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	Performance Requirements 6.1 Concepts and knowledge of temporary imports ♦ Understand the concepts and functions of temporary imports ♦ Understand the definition, different requirements, undertaking, 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 organisations 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 6.2 Handle temporary imports ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to handle import and export declaration for temporary imports according to customs and industrial procedures and guidelines
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Use general loading and lifting equipment in the logistics industry
2. Code	LOCUCT202B
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	Performance Requirements 6.1 Possess basic knowledge of general loading and lifting equipment ♦ Know about the types, use, functions, operation and basic repair and maintenance of general loading and lifting equipment, and noting points when using them • 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 regulations and legal requirements for goods handling • 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 • Understand the operation of the truck tailgate 6.2 Use general loading and lifting equipment ♦ Inspect the safety of the working environment, and clear all obstacles and potential dangers to goods handling area before starting the lifting and loading procedures ♦ Use general loading and lifting equipment correctly under clear instruction • 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 carry heavy goods

	♦ Use general loading methods correctly • Carry out basic manual handling operation correctly • Simple ways of using ropes, such as knotting and noose
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to use general loading and lifting appliances correctly for handling goods
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Prepare operational records and data
2. Code	LOCUCT203B
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	<u>Performance Requirements</u> 6.1 Possess basic knowledge of operational records and data ♦ 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 procedures of recording data and the forms of presentation ♦ Understand the purpose of data ♦ Understand the key performance indicators and measurement management ♦ Understand the trade jargons, technical terms as well as the Chinese and English abbreviations used in the operation 6.2 Prepare operational records and data ♦ 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 ♦ Comply with the requirement of key performance indicators set by the company ♦ Reflect the areas to enhance the effectiveness of key performance indicators to the company ♦ Consolidate the data for submission of the operational record for superior’s reference
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to record and consolidate relevant data according to the nature, activities and -routine of process;

	(ii) Capable to submit the operational record for superior's reference; and (iii) Capable to comply with the requirement of key performance indicators to achieve the company's goals
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Receive and deliver general air cargo
2. Code	LOAFCT201B
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 are consistent with information submitted previously, for air cargo delivery activities their companies involved. Practitioners should be capable to complete procedures of receiving and delivering air cargo.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of receiving air cargo ♦ Understand specific knowledge of air cargo, including: • Air cargo handling procedure • General package names and materials • Understand markings and labels • Name and code of airport and country of designation • Distinguish general cargo, special cargo and dangerous cargo ♦ Understand necessary import/export documents and records 6.2 Documents for receiving air cargo ♦ Check cargo space or freight service booking record ♦ Complete cargo checklist ♦ Visually inspect whether the appearance of cargo is consistent with document information ♦ Collect and put on record the import/export documents provided by the customer ♦ 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

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to complete correct procedures of receiving and delivering air cargo according to company's procedures and requirements
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Check aircraft unit load device
2. Code	LOAFCT204B
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	Performance Requirements 6.1 Possess basic knowledge of checking aircraft unit load device ♦ Understand the concepts 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: opening position, tying method, position 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 workplace occupational safety measures 6.2 Check aircraft unit load device ♦ 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 ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to perform load device check effectively and safely.
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Arrange for air cargo storage
2. Code	LOAFCT211B
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 minimise loss.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of air cargo storage ♦ Understand the types and characteristics of air cargo ♦ Understand the classification of air cargo and relevant storage requirements, such as DG, 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 6.2 Arrange for air cargo storage ♦ Check whether cargoes on the cargo list need storage ♦ Check whether cargo to be stored have special requirements, such as ventilation, cool and chill, dangerous goods, valuable goods, etc. ♦ 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 storage locations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to master the storage requirement of individual air cargo; and (ii) Capable to arrange for the delivery of air cargo to designated storing location and handle relevant documentation.
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Check the package, quantity and appearance of air cargo
2. Code	LOAFCT213B
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	Performance Requirements 6.1 Possess basic knowledge of air cargo ♦ 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 contents for checking ♦ Understand the new and updated relevant regulatory requirement 6.2 Visually check the package and appearance of air cargo ♦ 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 markings 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

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to check the package, quantity and appearance of air cargo under supervision according to company's procedures and requirements; and (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
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Measure the weight and dimensions of air cargo
2. Code	LOAFCT214B
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 upon the shipper or consignee or its agent receive or deliver the cargoes.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of air cargo ♦ Know the general package requirements on general air cargo ♦ 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 ♦ 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 ♦ Understand the safety guidelines of cargo terminals or on heavy machine operation ♦ Know how to record or input in the computer the weight and volume of cargo 6.2 Measure the weight and dimensions of air cargo ♦ 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 ♦ Establish measurement tools like CCTV, photos, endorsement of truckers, etc. to minimise disputes

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to report to superior immediately if there are any inconsistencies between the measurement results and the document descriptions
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Implement break bulk procedures for air cargo
2. Code	LOAFCT215B
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	Performance Requirements 6.1 Possess basic knowledge of break bulk of air cargo ♦ Understand the air cargo import/re-export procedures ♦ know the storage location of imports/re-exports in air cargo area in warehouse ♦ Understand the general classification and characteristics of air 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 assembling and dismantling of unit load device and pallet ♦ Understand personal safety protection facilities and workplace environment ♦ Understand documents for break bulk operations, including consolidation sheet, master/house air waybill and air cargo manifest, etc. 6.2 Break bulk operation for import air cargo ♦ Visually check the unit load device and pallet type, and whether there are any damages or irregularities ♦ Understand the content of the air waybill and instructions during break bulk process ♦ Confirm whether the load device and pallet to break down ♦ Use suitable tools correctly and safely ♦ Perform break bulk procedure according to instructions ♦ Place ancillary tools and components of load device and pallet properly ♦ Place the cargo at designated location for further action ♦ Report to superior according to procedures if irregularities are found

	♦ 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	The integrated outcome requirement of this unit of competency is: (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
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Implement cargo loading/unloading procedures
2. Code	LOAFCT216B
3. Range	This unit of competency is applicable to logistics companies related to air freight. Practitioners should be capable to load the cargo on or unload from the transportation, under supervision during the transporting air cargo according to instructions.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of air cargo loading / unloading ♦ 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 loading and unloading air cargo ♦ Understand requirements for air cargo package 6.2 Implement air cargo loading / unloading ♦ Drive or mobilize loading/ unloading equipment and transport tools to designated loading bay or logistics site to standby ♦ Drive or mobilize transport tools or cargo need to be carried ♦ Check whether the appearance, quantity, labels and package marking of the air cargo are appropriate ♦ Handle the cargo manually or with loading/unloading equipment ♦ Stack safely the unloaded 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 transhipment area, for temporary storage or break-bulk process ♦ Send relevant flight or cargo accompanied documents to personnel concerned for further processing ♦ If there are any doubts, inform superior to handle

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to use suitable loading/unloading equipment to complete cargo loading/unloading 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	

Unit of Competency – Cargo Transport and Handling

1. Title	Implement air cargo consolidation
2. Code	LOAFCT217B
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 carriage standard.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<u>Performance Requirements</u> 6.1 Consolidate air cargo ♦ 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 masking tape, etc. ♦ Understand different types of cargo and their characteristics ♦ Understand tightening methods and standards and restrictions ♦ Understand the requirements on pallet consolidation for stacking and shaping ♦ Understand the working environment and safety measures for cargo consolidation 6.2 Implement air cargo consolidation ♦ 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 ♦ Fasten the stacked cargoes with specific materials ♦ Supervise tally staff to use all kinds of consolidation materials to fasten the stacked cargoes ♦ Move the consolidated cargoes to designated location ♦ Report to superior upon completion of the procedure
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to implement the consolidation work safely according to company's procedures and requirements; and (ii) Capable to consolidate bulk cargoes into standard for airfreight carriage cargo mix under supervision.
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Cargo Transport and Handling

1. Title	Implement procedures of receiving and delivering air cargo
2. Code	LOAFCT218B
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 transportation 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	Performance Requirements 6.1 Possess basic knowledge of receiving and delivering air cargo ♦ Possess special knowledge of air cargo, including: • Basic procedures of air cargo handling • General package names and materials • Understand the markings and labels • Name and code of airport and country of destination • Differentiate general goods, special goods and DG ♦ Understand import/export documents required and their record ♦ Understand the characteristics of the modes of transport ♦ 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 ♦ 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 ♦ Understand the handling of irregularity found and happened during the transaction ♦ Understand the handling of violations found and happened during the transaction

	6.2 Implement air cargo receipt and delivery ♦ Receive instructions to perform 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/collection ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to perform cargo delivery and exchange relevant documents under supervision according to company's operational guidelines; and (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
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Arrange cargo to and from air cargo terminals
2. Code	LOAFCT219B
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	Performance Requirements 6.1 Possess the knowledge of the operation of transporting cargo to and from air cargo terminals ♦ Know about airfreight's basic work flow and procedures ♦ Know about the general procedures and precautions 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 ♦ Understand the legal obligation being legal party on behalf of customers 6.2 Arrange cargo to and from air cargo terminals ♦ Follow the procedure to make an appointment with the airline to obtain an arrival notice to collect cargo ♦ Prepare suitable and sufficient documents ♦ 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 ♦ Establish cross-check system before the jobs assignment

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Perform repair and maintenance of aircraft unit load device
2. Code	LOAFCT220B
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	Performance Requirements 6.1 Possess basic knowledge of aircraft unit load device repair and maintenance ♦ Understand the concept and usage of aircraft unit load device ♦ Know the shape, size, length, structure, loading and short form of different aircraft unit load devices ♦ Take note of the following when handling different load devices: opening position, tying method, position to get damaged easily, etc. ♦ Understand workplace occupational safety measures ♦ Understand the specification of machines practically with unusual situation detection like sounds of machine changed, change of performance ♦ Master the procedures and skills of checking aircraft unit load device ♦ Master the procedures and techniques of testing the usability of aircraft unit load device 6.2 Perform repair and maintenance of aircraft unit load device ♦ 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 ♦ Handle the preparation and delivery of documents related to device repair ♦ Record and write-off unit load device that cannot be fixed ♦ Complete the maintenance record after repair and arrange storage location ♦ Send the repaired device to a designated place for storage ♦ Arrange for the disposal of damaged device

	♦ Preventive action based on experience, predict the timetable of machines life cycle ♦ Share experience with co-workers about the unusual situation in United Nations
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to perform aircraft unit load device repair and maintenance safely
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Sort air cargo
2. Code	LOAFCT221B
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	Performance Requirements 6.1 Possess basic knowledge of the classification of air cargo ♦ Understand the workflow and procedures for import, export or re-export of air cargo ♦ Understand the workflow and procedures for transit air cargo ♦ Know about terms, logograms and abbreviations of air freight documents ♦ Understand safety knowledge at cargo handling site ♦ Understand the usage of different equipment to handle different types of cargo packing ♦ Understand the types, contents and functions of accompanied air freight documents ♦ 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 6.2 Perform classification of air cargo ♦ Contact upstream cargo delivery department or company to understand details about the cargo to be handled such as quantity, condition, type and label, etc. ♦ 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 scanning, 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 to the required location according to different procedures and work categories, as well as different requirements of transhipment, destination, document, customs declaration, operation, storage, etc.

	♦ Read message indicated and signals of the identification system ♦ 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
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to perform cargo classification correctly as according to company's instructions
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Cargo Transport and Handling

1. Title	Handling cargo collection and delivery of courier and express cargoes
2. Code	LOAFCT222B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to handle cargo collection and delivery of courier and express cargo operations as per company's operation procedure.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of courier and express ♦ Understand the procedures of courier and express cargo handling, including booking manifest, collection, documents and delivery. ♦ Capable to coordinate with other departments and customers internally and externally and handle cargo collection and delivery as required ♦ Know how to manage operations and application equipment to handle courier and courier transactions, such as inquiries, online reservations, barcode readers and radio frequency identification(RFID)/handheld devices, for shipment track and trace and delivery ♦ Understand the procedures and principles of cargo movement in courier and express cargo centre ♦ Possess the basic knowledge of managing courier and cargo transactions in express centre ♦ Understand the main codes, abbreviations, and terms of different languages ♦ Understand the working environment and safety measures of courier and express cargo transactions 6.2 Receive and deliver courier and express cargoes ♦ Apply the basic knowledge of the procedures to process courier and express service and documents ♦ Handle RFID/handheld devices and software applications during courier and express cargoes collection and delivery ♦ Clarify and collect required documents according to courier and express category and company requirements ♦ Solve the customers' problems according to the customer problems handling guidelines of the company ♦ Understand the restrictions and requirements of courier and express cargoes transaction, including packaging, types of goods, terms and charges

	♦ Compile reports on any suspicious and any violations to the management in a timely manner, and seek for solutions ♦ Comply with the company's operating guidelines and key performance indicator requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to handle courier and express cargo receipt and delivery according to the company's guidelines, procedures, key performance indicators and other relevant business requirements; and (ii) Capable to complete courier and express cargo receipt and delivery of express according to the company's guidelines
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Calibration of courier and express cargo handling equipment
2. Code	LOAFCT223B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to provide appropriate calibration for all equipment to ensure the most accurate, efficient and effective operational work.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of calibration of equipment ♦ Understand different types and performance requirement of major equipment using in the courier and express transaction including surveyors' handheld device… ♦ Know about the required standards and procedures on the calibration of equipment handling express operation ♦ Establish SOP/KPI of the calibration according to the industrial standard and related regulatory requirement ♦ Knowhow on the suitable calibration methods and standard 6.2 Analyse market demand ♦ Obtain information from the market to consolidate the market demand to ensure the latest requirement and methods have been acquired in operation ♦ Evaluate the changes of strategies, budget of the equipment in according to the market trend ♦ Predict the possible impact of the changes for the company to formulate future strategies ♦ Apply analytical and systematic methods to analyse the development trend of market ♦ Establish reports and comparison of options for the final decision-making for the company
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to capture and analyse the market trend of calibration requirement and its future changes of courier and express cargo handling equipment; (ii) Capable to develop the guideline, KPI and reports to ensure the calibration completed as per company's requirement; and (iii) Capable to follow guideline, procedure and KPI in the workplace to ensure to meet the standards and requirement of the company and relevant regulatory requirement
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Application and maintenance of courier and express cargo handling equipment
2. Code	LOAFCT224B
3. Range	This unit of competency is applicable to logistics services providers and courier and express companies. Practitioners should be capable to ensure proper use, maintenance and repair of handling equipment in logistics areas or workplaces of cargo hub where operations is involved.
4. Level	2
5. Credit	3 （for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of equipment ♦ Understand different types, usage, functions, operation and general repair and maintenance of equipment in courier and express cargo distribution hubs ♦ Lifting machines include: crane, rollers, forklifts ♦ Lifting devices include: hook, chain, rope and overhead conveyors, ♦ Storage equipment include: racks, pallets, boxes ♦ Other equipment using in the cargo hub like nets, tools ♦ Know about the requirement of safety practices and legal issues of cargo handling equipment utilisation like: • The danger of the equipment • The safety inspection requirements ♦ The safe operation of each equipment • Pre-use inspection requirement • Safety rules 6.2 Utilisation of courier and express cargo handling equipment ♦ Perform inspection to ensure the safety of the working environment ♦ Store the equipment properly with clear all obstacles and eliminate potential dangers to goods handling work before operate ♦ Apply proper and correct utilisation methods of equipment • Follow basic operation manual of equipment to perform operation • Apply related regulatory requirement of the industry and equipment usage guidelines • Regular check of equipment to ensure the functions are in good condition

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to utilise all the equipment correctly to handle courier and express cargo; and (ii) Capable to have maintenance and repairing of the equipment under user guideline and relevant regulatory requirement
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Validate the courier and express transport document
2. Code	LOAFCT225B
3. Range	This unit of competency is applicable to all kinds of logistics operators and courier and express companies. Practitioners are capable to validate the documents submitted by customers for courier and express cargo transactions and ensure that these documents can meet the requirements of importing and exporting countries or relevant regulatory requirements of government departments and associations.
4. Level	2
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand the general requirement of the courier and express documentation ♦ Possess the basic knowledge and working procedure of courier and express ♦ Understand all documents including: • Packing list • Commercial invoice • Import/export permit • Import/export Quota document • Certificate of origin • Certificate of inspection • Others Import/export documents 6.2 Validate relevant documents ♦ Validate relevant documents including: • Details of trader • Service selection and destination • Declared quantity, weight and measurement • Declared details of commodities and cargo value • Incoterms of the documents • Confirmation and quantity of import/export permit for other documents • Completed details of consignee and delivery address • Details of recipient • Any suspects, related messages and their violation of rules • Internal management as per company's procedure ♦ Establish transaction record with all collected cargo documents ♦ Provide flight information, message and transport documents to customers ♦ Issue payment receipt and credit invoice as per company's procedure

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to validate the import/export documents in courier and express transaction as per company's procedure
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Integrate courier and express transportation
2. Code	LOAFCT226B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to direct or coordinate with other departments of the company to provide courier and express service to the customer.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of courier and express service ♦ Understand the basic concepts and procedures of express cargo transportation ♦ Understand how to use the basic concepts of express freight, point-to-point operations, different modes and standardisation, etc. ♦ Understand the courier and express documents and workflow ♦ Understand standard business models for different routes, services and hub system operations ♦ Understand the transportation regulations used in different service applications, countries and cities in express transportation 6.2 Apply the concepts of courier and express service ♦ Apply the concepts of courier and express cargo transportation to meet the service according to the requirements of different customers ♦ Apply the concepts to provide service details to ensure that customers understand the company's service details ♦ Guide the customers to fill in the required documents for courier and express cargo operations ♦ Understand and apply the technical terms or basic terms and restrictions and/or contracts of courier and express cargoes, and explain their positioning and company obligations to customers ♦ Apply the existing courier and express transaction model to provide the required information by customers, who can better understand the service quality of the company ♦ Apply existing courier and express service experience to share the differences and the pros and cons of courier and express services with customers

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply the knowledge of courier and express service to provide service to the customer; and (ii) Capable to explain and communicate with the customer about the differences and the pros and cons of courier and express service of the company
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Measurement of courier and express cargo weight and dimensions
2. Code	LOAFCT227B
3. Range	This unit of competency is applicable to freight forwarders, logistics companies, express companies and logistics service providers. Practitioners should be capable to check and measure the weight and dimensions of express 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	Performance Requirements 6.1 Possess the basic knowledge of Courier and express cargo ♦ Know the package requirements on courier and express cargo ♦ 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 ♦ Understand codes and abbreviations used by the express industry ♦ Understand the content of shipper's instructions or relevant documents ♦ Understand company's procedures of delivery and the inspection procedure ♦ Understand the safety guidelines of cargo terminals or on heavy machine operation ♦ Know how to record or input in the computer the weight and volume of cargo 6.2 Measure the weight and dimensions of courier and express cargo ♦ 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 ♦ Make use of the measurement equipment such as CCTV, photos, endorsement of truck driver, etc. to minimise disputes
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to measure and record correctly under supervision the weight and volume of cargo being shipped according to company's procedures and requirements
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Apply courier and express cargo concepts and knowledge
2. Code	LOAFCT228B
3. Range	This unit of competency is applicable to all kinds of logistics operators and courier and express companies. Practitioners should be capable to apply courier and express cargo concept in providing services.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of courier and express cargo concepts ♦ Understand the concepts and development of international courier and express service ♦ Understand the procedure of international courier and express service ♦ Understand the pros and cons of international courier and express service ♦ Understand different key elements of international courier and express service solution ♦ Know about the basic concepts of courier and express service such as facilities, cargo loading and relevant equipment ♦ Understand the exampled, models and solution of international courier and express service ♦ Understand the contents, abbreviations and basic terms of international courier and service contracts ♦ Understand the most updated solution of international courier and express service 6.2 Apply express cargo movement concepts ♦ Apply the concepts of international express delivery to help customers arrange and coordinate courier and express delivery matters ♦ Complete the appropriate documents to handle international courier and express services ♦ Apply the existing international courier and express delivery service model to provide customers with suggestions for courier and express delivery services ♦ Explain the differences and the pros and cons of using international courier and express and general air transport and postal services to customers ♦ Apply tracking system to provide transparent cargo status and visibility

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply concepts and knowledge of courier and express cargo to communicate with customers effectively and efficiently with the peer, and arrange and coordinate the courier and express related issues for the customers
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Conduct calculation of courier and express related weights and measures, currencies and time zones
2. Code	LOAFCT229B
3. Range	This unit of competency is applicable to all logistics companies and courier and express companies. Practitioners should be capable to apply knowledge to perform calculations on weights and measures, currency and time zones related to express delivery.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Understand the basic compatible unit calculation ♦ Know how to search equipment and information from the reliable website ♦ Know how to use different kinds of conversion tables and matrix ♦ Know how to use the basic calculation devices including calculator and computer application ♦ Understand the basic calculation skills of courier and express cargo ♦ Know about the codes, abbreviation and jargons using in the courier and express cargo transaction like types of weight and measurement, currencies, foreign exchange rates, international time zone and any conversion requirements, etc. 6.2 Apply technical skills for unit conversion ♦ Perform weight or volume unit, monetary unit, time and any other conversion in the workplace ♦ Perform all types of conversion according to the company policy ♦ Perform conversion and apply the information to complete the courier and express documents
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (i) Capable to understand the \calculation skills in daily operations to handle courier and express documents; (ii) Capable to perform the conversion of all types of figures and information using in the courier and express cargo transaction; and (iii) Capable to coordinate and explain with the customers on the calculation of conversion to complete the courier and express cargo documents as per company policy
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Check flight schedule of courier and express cargo
2. Code	LOAFCT230B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to check the flight schedule for courier and express cargo according to the courier and express industrial standards and the company's policy.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the loading relevant knowledge of international flight schedule of courier and express cargo ♦ Understand the concepts and development of international express ♦ Understand the procedures of international courier and express service ♦ Understand the examples, models and programs of international courier and express service ♦ Understand the pros and cons of international courier and express service ♦ Understand the capacity of various types of flights ♦ Understand the function of international courier and express cargo flight loading plan and its formulation steps ♦ Understand the principles of space allocation ♦ Understand different forms of equipment and pallets ♦ Understand the structure, layering and suitable loading equipment of various types of aircraft ♦ Understand the basic content of different international courier and express service, such as: equipment, handling, cargo and loading device cooperation ♦ Understand the restrictions on the volume and load factor of loading devices and pallets ♦ Understand the requirements for placing DG and special goods on a flight 6.2 Check the flight schedule of courier and express cargo ♦ Obtain and analyse the factors, data and information that affect the loading capacity, such as fuel, season, weather, aircraft type, airport or cargo terminal conditions, etc. ♦ Cooperate with other freight factors, such as DG, overweight, oversize ♦ Arrange equipment and pallets to different locations or prioritise cargo handling according to the aircraft placement plan ♦ Review whether the relevant loading plan complies with the aviation industry cargo standards and company code of practice

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirements of this unit of competency is: (i) Capable to check the flight schedule of courier and express cargo as per the industrial standard and company policy
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Warehouse and storage arrangement of courier and express cargo
2. Code	LOAFCT231B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to manage the warehouse and storage of courier and express cargo transaction, and minimise loss according to the company's requirement.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of courier and express cargo warehouse and storage ♦ Know about different types and characteristics of courier and express cargo ♦ Know about different types of classification of courier and express cargo and relevant storage requirements of individual ♦ Know about the packaging, labeling and markings requirements for courier and express cargo as per company's policy ♦ Understand the courier and express cargo hub procedure, restrictions and requirement like cargo storage and time limit, aviation industry's freight operation standard, etc. ♦ Understand relevant legislative and regulatory requirement of different associations and government departments 6.2 Arrange for courier and express cargo warehouse and storage ♦ Receive cargo as per daily receiving information and check the cargo condition against documents ♦ Prepare the storage location as per cargo specification ♦ Prepare and complete documents and input information of cargo document in the warehousing management system ♦ Implement the sorting, storage, labeling and other requirements of goods, according to the company's procedures and policies, and the guidelines and key performance indicators
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to manage the courier and express cargo warehouse, storage management; and (ii) Capable to arrange cargo operations in cargo hub as per company's procedure and policy.
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Implement courier and express cargo collection and transportation procedure
2. Code	LOAFCT232B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to implement courier and express cargo collection and transportation procedure as per company's guideline and direction
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of courier and express cargo ♦ Understand different types of courier and express services ♦ Understand the procedures of courier and express cargo, including booking manifest, receipt, documents and delivery. ♦ Understand express document flow, work flow ♦ Understand the major codes, abbreviations and terms in different languages ♦ Understand the procedures and principles of cargo movement in courier and express cargo centre ♦ Understand the restrictions and requirements of courier and express cargo delivery, including packaging, types of goods, terms and charges ♦ Possess basic knowledge of courier and express transaction ♦ Possess the knowledge of handling customer face-to-face and problem-solving skills 6.2 Implement the collection and transportation procedure of courier and express cargo ♦ Handle the courier and express cargo documents according to the company's procedures ♦ Handle RFID/handheld devices and software applications during courier and express cargo delivery and transportation ♦ Handle clarification and collection of documents according to the cargo specification and company requirements ♦ Understand the restrictions and requirements of courier and express delivery of goods, including packaging, types of goods, terms and fees ♦ Coordinate with other departments and customers internally and externally, and handle receipt and delivery as required ♦ Manage operations and application equipment to process courier and express cargo transactions, such as inquiries, online reservations, barcode scanners and radio frequency identification (RFID) /handheld devices, to provide cargo track and track

	♦ Ensure the working environment and safety measures for the execution of courier and express cargo transactions ♦ Compile reports for any problems, suspicious and any violations to management in a timely manner, and seek solutions
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply appropriate techniques, facilities and related resources to implement courier and express service; (ii) Capable to comply with the requirement of the company operations procedures, key performance indicators and other service requirement; and (iii) Capable to report any violations to the company in accordance with company policies
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Categorisation of courier and express service
2. Code	LOAFCT233B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to categorise different types of courier and express services. All related staff should apply such knowledge to perform courier and express transaction and offer services to the related issues as per company's policy.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of courier and express cargo ♦ Know how to categorise the courier and express service as per company's policy including: • Direct/premier service • Deferred service • Postal service • others ♦ Understand express charges for each categories of service ♦ Understand names and abbreviations of different categories of service 6.2 Apply courier and express service categorisation ♦ According to company policies, budgets and requirements, effectively provide services to customers on the classification of different types of express goods and related issues ♦ Provide internal and external messages and information of each service to the customer and colleagues
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to understand and explain different types of courier and express service correctly as per company's policy; and (ii) Capable to introduce the most suitable service to customers
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Coordinate air cargo consolidation
2. Code	LOAFCT301B
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	Performance Requirements 6.1 Knowledge of air cargo consolidation ♦ Know the size, load, loading limitation, aircraft type suitability, carrying capacity and curve of different kinds of load device and pallet ♦ Understand tightening methods and standards and their limitations ♦ Know the content of documents for air cargo consolidation ♦ Know the methods and equipment to handle aircraft unit load device and pallets, such as the use of forklift truck ♦ Understand requirements of regulators and airlines on pallet buildup and aircraft unit load device ♦ Understand special requirements of countries of destination for freight transport ♦ Understand the nature and use of different kinds of materials for consolidation, such as rope, net, strapping, belt, buckle and masking tape, etc. ♦ Understand manpower demand for air cargo consolidation 6.2 Coordinate air cargo consolidation ♦ 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 over long or over high 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
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to coordinate effectively air cargo consolidation according to customers' 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	

Unit of Competency – Cargo Transport and Handling

1. Title	Plan air cargo consolidation
2. Code	LOAFCT303B
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	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of cargo consolidation ♦ Understand the following information according to airfreight space booking condition, remarks and booking record summary: • Serial number of master/house air waybill • Shipper and consignee • Name and code of the airport at the place of re-export and destination • Quantity 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) ♦ Restrictions on different airfreight load devices and pallets, such as total carrying capacity, volume, floor loading limitation, etc. ♦ Carriage requirements of different aircraft types ♦ Requirements on aircraft unit load device, carriage and security of different importing countries or airport 6.2 Prepare air cargo consolidation plan ♦ Estimate cargo space needed ♦ Book airfreight space from individual air cargo operator ♦ Confirm the airfreight space with the individual air cargo operator ♦ Draft loading plan and submit for 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 security requirement

	♦ Compile consolidation plan for the logistic company, freight forwarder or warehousemen of the air cargo terminal to perform consolidation work ♦ Apply software to compile consolidation plan 6.3 Professionalism in cargo consolidation ♦ The consolidation plan should not exceed the physical loading limit of the load device, and should fully utilise the space and loading so as to reduce the carrying costs and achieve the highest return with the best proportion of cargo weight and volume
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to compile a consolidation plan according to the requirements of the company and regulators; and (ii) Capable to make full use of the load device and pallets when compiling the consolidation plan
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Arrange documentations for cargo consolidation and coordinate air cargo consolidation
2. Code	LOAFCT304B
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	6 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of air cargo consolidation ♦ Understand the concepts, 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 6.2 Arrange for air cargo consolidation ♦ 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: • Whether the cargoes have anything in common such as their regions, arrival time and destinations • Whether they share the same flight • 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

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to arrange documentation and coordination for air cargo consolidation effectively; and (ii) Capable to ensure that the arrangement comply with airline's delivery requirements
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Coordinate deployment of aircraft unit load device
2. Code	LOAFCT305B
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	Performance Requirements 6.1 Possess basic knowledge of aircraft unit load device deployment ♦ Understand the concepts 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, handling loading capacity and safety loading capacity ♦ 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 6.2 Coordinate deployment of unit load device ♦ Provide suitable tools for moving aircraft unit load device ♦ Arrange sufficient number of different type of aircraft unit load devices to cater future demand ♦ Master the unit load device operation, inventory handling capacity and safety stock ♦ Compile the stock forecast and stock-take ♦ Ensure that the conditions of 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 unlit 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
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to manage the receipt, deployment, storage, repair and maintenance of unit load device according to company's business policy so as to optimise the cost effectiveness of load device utilisation; (ii) Capable to estimate the utilisation 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	

Unit of Competency – Cargo Transport and Handling

1. Title	Record air freight incidents
2. Code	LOAFCT306B
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	Performance Requirements 6.1 Possess basic knowledge of air freight incidents ♦ 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 ♦ Understand recording method and techniques of transport irregularities 6.2 Record air freight incidents ♦ Use the company's cargo transportation accident record sheet ♦ Record in detail of damage to the goods or its packaging ♦ Record the conditions of the cargo and handling details ♦ 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 ♦ Share experience with operations, sales and any related departments on cause of incidents to minimise the reoccurrence
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

1. Title	Deploy aircraft unit load device
2. Code	LOAFCT307B
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	Performance Requirements 6.1 Possess basic knowledge of aircraft unit load device deployment ♦ Understand the concepts 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, handling loading capacity and safety loading capacity 6.2 Deploy aircraft unit load device ♦ 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

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to arrange for the deployment of aircraft unit load devices effectively according to the pre-set plan or instructions
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Deliver and receive DG (Dangerous Goods)
2. Code	LOAFCT308B
3. Range	This unit of competency is applicable to air freight forwarders or air cargo terminals for the delivery of imported DG by the shippers or the handling of imported/exported DG by relevant companies. Practitioners should be capable to implement the DG examination and delivery procedures safely according to company procedures and requirements.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of DG handling ♦ Understand the import / export procedures for DG ♦ Possess the knowledge of handling safety of DG ♦ Understand the requirement of related regulatory requirement of HKSAR and relevant associations ♦ Participate and attend proper training and workshops required ♦ Regular update from regulatory parties and introduce to the company to comply with ♦ Possess basic knowledge of DG handling, including: • Classification of DG • Requirements for DG storage • Characteristics of DG • Markings and labels of DG • Documents required for the carriage and storage of DG ♦ Understand the responsibilities of carriers and its agent on restrictions on the carriage of DG 6.2 Deliver DG ♦ Ensure all regulatory requirement is compiled by all involved staff with valid license and/or certification ♦ Procedure in place in accordance to the regulatory requirement with updated forms and documents ♦ Visually check the package, markings and labels of the DG • Point out the insufficiencies or mistakes found in the package and information provided for the DG

	♦ Examine the documents required for DG delivery • When delivering DG, based on the checklist provided by the organisation 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 DG as instructed by superior ♦ Complete the necessary procedures for DG delivery • Record on the document officially the information about receiving or refusing to receive the DG and relevant information • Notify people concerned whether the carriage or delivery of DG is accepted • Instruct the staff correctly to deliver the DG to or pick it up from the designated storing place • If any suspicions are found during the handling process, inform superior immediately 6.3 Professionalism in handling DG ♦ Complete the delivery procedures for DG according to company's and legal requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to implement the visual inspection on DG 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 DG in question; and (ii) Capable to complete the circulation and filing of relevant documents
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Handle special air cargo
2. Code	LOAFCT309B
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	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of special air cargo ♦ 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 licenses 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 ♦ 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 ♦ 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 ♦ Issue guidelines to remind consignee or next handling service 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	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Cargo Transport and Handling

1. Title	Handle live animals transport and storage
2. Code	LOAFCT310B
3. Range	This unit of competency is applicable to airlines or air cargo terminals. Practitioners should be capable to handle air freight live animals transport and storage effectively according to cargo type.
4. Level	3
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of air freight live animals ♦ Know about the requirements of aviation industry's freight standard in handling live animals ♦ Know about relevant countries' ordinances for import and export of live animals ♦ Know about the compatibility of different live animals ♦ Know about the requirements on carriage, time and space for live animals ♦ Know about guides for loading and unloading live animals ♦ Know about the insurance requirements for live animals ♦ Know about aircraft loading devices types and characteristics for live animals ♦ Understand the safety knowledge in handling live animals ♦ Understand the required package, frozen temperature, container and unit load device 6.2 Handle air freight live animals ♦ Check the requirements and guidelines of aviation industry's freight standard on special goods ♦ Choose suitable loading 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 ♦ Arrange suitable aircraft type for the shipment ♦ Arrange the delivery of live animals as early as possible

	♦ Make carriage arrangement such as: • Checking temperature, air pressure and humidity • Electricity supply • Oxygen provision • Relevant recording instruments ♦ Arrange inspections by notaries or veterinarians when necessary ♦ Complete documents or enter data into a computer system for record
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to handle live animals effectively according to cargo type, aviation industry's freight standard and company's operational standard.
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Handle dutiable air cargo
2. Code	LOAFCT311B
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	Performance Requirements 6.1 Possess basic knowledge of dutiable air cargo ♦ Understand the concepts and principles of the requirements for bonded warehouse exemptions ♦ Understand the operation of bonded warehouse ♦ Understand the storage time limit of bonded warehouse and dutiable cargo ♦ Understand the operation of open bonded warehouse ♦ Understand regulations related to dutiable cargo ♦ Know the new and updated requirement of the legislations related to dutiable cargo ♦ Understand dutiable cargo types, their handling process and steps ♦ Understand the documents, import / export licenses and business documentations required for handling dutiable cargo 6.2 Handle dutiable air cargo ♦ Handle dutiable cargo and other cargoes separately ♦ Submit dutiable cargo handling permit ♦ 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 ♦ Establish records for irregularities and share with all departments

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to arrange dutiable cargo moving in and out of the bonded warehouse according to relevant customs procedures; and (ii) Capable to correctly fill in and handle documents according to relevant customs procedures, and to take record of them
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Handle air freight cancellation procedures
2. Code	LOAFCT312B
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	<u>Performance Requirements</u> 6.1 Possess basic knowledge of air freight cancellation ♦ 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 6.2 Handling of air freight cancellation ♦ 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 ♦ If the cargo is placed in restricted areas at airports or on board for delivery, consider the possibility of breakdown 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	The integrated outcome requirement of this unit of competency is: (i) Capable to carry out cancellation procedures of air freight shipment according to consignor's request.
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Verify the air cargo complies with air cargo acceptance requirements
2. Code	LOAFCT313B
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	Performance Requirements 6.1 Possess basic knowledge of air cargo acceptance ♦ 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 DG and special goods ♦ Understand functions of master/house air waybill ♦ Understand legislations and carrier's requirements on cargo delivery 6.2 Verify air cargo ♦ Updated regulatory documents and forms in accordance with legislations and carrier's requirement ♦ 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 ♦ Capable to follow and comply with the regulatory requirement of government departments and associations

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Handle unclaimed air cargo
2. Code	LOAFCT314B
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	Performance Requirements 6.1 Possess basic knowledge of handling of unclaimed air cargo ♦ Understand air cargo delivery procedures ♦ Understand customs clearance procedures ♦ Understand reasons for unclaimed cargo such as: • Refusal to collect • Loss of waybill ♦ Understand law or company's requirements regarding cargo collection deadline ♦ Understand the potential damages and risks of unclaimed cargo to the company ♦ Understand way of handling unclaimed cargo and procedures ♦ Understand the procedures for collecting freight charges and liabilities ♦ Understand the time line of handling unclaimed cargo according to company's guideline 6.2 Handling unclaimed air cargo ♦ 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 ♦ 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 ♦ Knowledge and skills to speed up the handling of unclaimed cargo ♦ Communication and negotiation skills that can help to speed up the resolution

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to handle unclaimed air cargo according to consigner's instructions effectively
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Cargo Transport and Handling

1. Title	Maintenance of handling courier and express cargo equipment
2. Code	LOAFCT315B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to handle courier and express cargo equipment according to the company's policy and operations procedures, and maintain the operational safety and efficiency of the equipment.
4. Level	3
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of courier and express equipment ♦ Understand the concepts and use of courier and express transportation machinery ♦ Understand the shape, size, side length, load, abbreviation and basic operation and maintenance guidelines of various types of machinery ♦ Understand the logo, identification and coding of various types of express transportation machinery in particular airline or logistics company ♦ Understand different types of operation, handling inventory, safety, maintenance and repair of various types of machinery ♦ Understand the relevant guidelines, procedures and standards of other airports for this purpose 6.2 Maintain and handle courier and express equipment with allocation of work ♦ Provide suitable tools and handling machinery ♦ Handle the number of different machines and ensure that the supply is sufficient to meet the needs of the market ♦ Master the operation of various types of machinery, and follow the guidelines, procedures and standards ♦ Ensure the availability of machinery ♦ According to deployment records and arrangement of storage locations ♦ Handle different machinery in accordance with safety guidelines
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to manage the receipt, distribution, storage, maintenance, etc. of the express transportation machinery in accordance with the company's and market operating guidelines, so that the use of vehicles can achieve the best cost-effectiveness;

	(ii) Capable to record the usage and inventory of machinery to meet the daily operation indicators and needs; and (iii) Capable to handle the company's internal machinery needs for allocation and management to achieve the highest efficiency
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Coordinate point-to-point cargo transport connection
2. Code	LOCUCT401B
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	Performance Requirements 6.1 Main points for seamless point-to-point cargo transport connection ♦ Understand the different concepts of intermodal, multi-modal, feeder and transhipment transport ♦ Understand the operation and characteristics of container and cargo loading/unloading and stowing facilities ♦ Understand region and district operations related rules and regulations including customs, embargo situation, etc. ♦ Knowledge of market leaders and their key success factors for individual market involved ♦ Understand the main points for seamless point-to-point connection, including: • 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 transhipment, import and export • Loading/unloading and storage requirements of various connection points • 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

	6.2 Handle and coordinate seamless point-to-point cargo transport connection ♦ 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 minimise losses of the customer and the company ♦ Develop standard operation procedures and updated any trade/customs/regulatory requirement with forms for the operation to follow ♦ Establish data records and key performance indicators for the team to follow ♦ Review regularly on the compliance rates and action plan to achieve the company's goals
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to coordinate the seamless connection for point-to-point cargo transport, and to use suitable ways to solve all the problems
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Evaluate and calculate workload for cargo handling
2. Code	LOCUCT402B
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	Performance Requirements 6.1 Possess the knowledge of evaluating and calculating workload for cargo handling ♦ 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 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 ♦ Understand the work specification and idle time and any difficulty/barriers/potential constraint during cargo handling ♦ Understand the lead time of each operations handling steps and how they related each other ♦ Understand the factors affecting work efficiency, such as weather, cargo type, team structure, etc. 6.2 Evaluate and calculate workload for cargo handling ♦ 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 ♦ Establish process capability and measurement management system ♦ 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 ♦ Provide feedback mechanism to allow cross functional, departmental and

	levels comment can be collected and analysed effectively
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to calculate the workload according to the cargo volume needed to be handled and the logistics services required; (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; and (iii) Capable to measure and analyse the efficiency and effectiveness of cargo handling and enhance to achieve company's goals
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Organise cargo operations
2. Code	LOCUCT403B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying cargo handling knowledge to carry out work activities according to the relevant codes of practices and regulatory requirements (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
4. Level	4
5. Credit	3 (for reference only)
6. Competency	<u>Performance Requirements</u> 6.1 Knowledge of cargo handling ♦ Know about the principles of cargo handling including temperature-controlled cargo and special cargo ♦ Know about relevant regulatory requirements ♦ Understand workplace policy and procedures 6.2 Identify products for storage and handling ♦ Identify products according to packaging/labelling (e.g., handle with care, and no stacking) and product features ♦ Identify ways for storage and handling of products according to workplace procedures (e.g., cargo receiving process, put away process, order picking process, and cargo delivery process) ♦ Identify storage and handling requirements in relation to product features that may affect cargo condition or location requirements 6.3 Match products to locations ♦ Determine products locations according to specified criteria (e.g., delivery frequency, and product features) ♦ Use inventory systems, labels, and other information sources to identify products according to storage and handling requirements 6.4 Provide assistance to individuals concerning stock identification and location problems ♦ Identify new stock items and provide relevant product information to groups and individual in workplace ♦ Provide feedback to relevant groups and individuals ♦ Update product information for relevant groups and individuals ♦ Encourage relevant personnel to maintain and build product knowledge through such tools as knowledge management system (KMS)

	6.5 Identify appropriate transfer and handling requirements ♦ Identify and evaluate resources for product transfer operations ♦ Provide assistance in receipt and release areas to identify and report variances ♦ Complete relevant documents 6.6 Examine quality and report on products ♦ Inspect products with reference to company quality assurance procedures ♦ Return, replace or dispose unusable stocks/products with reference to company quality assurance procedures ♦ Record and report non-conforming products 6.7 Facilitate continuous improvement ♦ Apply knowledge of customer requirements to design work operations ♦ Predict and notify potential problems to appropriate personnel ♦ Identify improvements opportunities to work organisation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of applying cargo handling knowledge to identify and categorise products; (ii) Capable of applying knowledge of cargo handling to identify products in warehouse or other storage area; (iii) Capable of solving stock identification and location problem; and (iv) Capable of identifying transfer and handling requirement
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Manage quarantine procedures
2. Code	LOCUCT404B
3. Range	This unit of competency is applicable to accredited personnel of logistics service providers. Practitioners should be capable of managing quarantine procedures with reference to the relevant accreditation and regulation.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the knowledge of quarantine procedure ♦ Know about quarantine procedure ♦ Understand relevant regulatory requirements ♦ Understand company policy and procedures ♦ Know about the list of qualified treatment providers and their performance 6.2 Assess a packing declaration ♦ Check packing declaration to confirm whether or not it contains acceptable straw, timber and bark declarations in accordance with the relevant regulatory requirements ♦ Check packing declaration to confirm that all other critical information is present as detailed in the relevant document and regulation 6.3 Assess a treatment certificate ♦ Check treatment certificate to confirm whether or not the treatment provider is acceptable ♦ Check treatment certificate to confirm all critical fields are present, correct and legible as detailed in the relevant document and regulation ♦ Check treatment certificate to confirm the treatment, dosage and duration is acceptable and in accordance with the relevant document and regulatory requirements 6.4 Convert quantities detailed in treatment certificates ♦ Check quantities of fumigants stated in a treatment certificate as being used to treat a given volume of material ♦ Where necessary, carry out required conversions to ensure the quantity of fumigant and volume of material are at the correct dosage 6.5 Confirm that all non-commodity documentation is valid linked and meets the relevant requirements ♦ Verify information contained in packing declarations and treatment certificate as containing a linking consignment identifier or numerical link to the shipment in accordance with the relevant document

	6.6 Confirm that all commodity documentation is valid and meets the relevant requirements ♦ Determine information and documentation required for assessment in accordance with the relevant document ♦ Assess documentation to determine if the commodity is in scope as required by the relevant document ♦ Ensure documentation contains linkage to the consignment as required by the relevant document ♦ Assess documentation with reference to the relevant documents requirements 6.7 Ensure that all documentation and records are completed and correctly retained ♦ Maintain all principal documentation and records of cleared imports including all relevant shipping documents, packing declarations, bills of lading, etc. ♦ Perform housekeeping of relevant documents properly and filing period as per relevant regulatory requirement separately for commodity documents and non-commodity documents ♦ Establish filing system that can access the record by non-operation personnel ♦ Advise customers that related authority may call up this documentation during any audit
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of identifying and interpreting the quarantine regulations; (ii) Capable of confirming accreditation status for container clearance; (iii) Capable of assessing packing declaration; (iv) Capable of assessing treatment certificate; (v) Capable of converting quantities detailed in treatment certificates; and (vi) Capable of identifying that all relevant documentation is valid and meets all requirements
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Implement cargo operations regulations
2. Code	LOCUCT406B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of implementing regulations according to relevant cargo operations regulations, codes, and workplace requirements (e.g. Shipping and Port Control (Works) Regulation).
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the knowledge of cargo operations and related regulations ♦ Understand relevant regulatory requirements ♦ Understand workplace policy and procedures ♦ Understand the safety requirement ♦ Know about relevant cargo operations regulations 6.2 Access information on relevant regulations and codes ♦ Identify relevant regulations and codes relevant to workplace cargo operations ♦ Access information on the identified regulatory and/or code requirements related to workplace cargo operations 6.3 Interpret relevant regulations and codes ♦ Examine the impacts of the identified regulatory and/or code requirements on workplace activities ♦ Clarify the compliance requirements and obligations of the company in accordance with workplace procedures ♦ All staff members of the department are made aware of the identified regulatory/code requirements with reference to their roles and responsibilities 6.4 Implement and monitor compliance with regulations and codes ♦ Implement regulatory requirements relevant to workplace activities (e.g. Shipping and Port Control (Works) Regulation) ♦ Organise appropriate information, training and/or instruction to ensure that staff members are fully aware of compliance requirements ♦ Identify problems that may lead to non-compliance ♦ Take prompt remedial action to ensure the workplace compliance with relevant regulations ♦ Identify failure to comply with regulatory requirements and workplace

	policy, and take appropriate actions in accordance with workplace policies and procedures ♦ Develop KPI and measurement tools to ensure staff can meet the requirement 6.5 Complete required documentation ♦ Provide compliance advice/reports to relevant personnel and authorities ♦ Complete required reports, records, documents, and other information ♦ Keep documentation in accordance with workplace procedures and policy
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of analysing and evaluating related information of rules and regulations; (ii) Capable of implementing and monitoring compliance with regulations and codes as per SOP and completing all required documents; and (iii) Capable of keeping workplaces procedure, complete all documentation
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Calculate aircraft load trimming
2. Code	LOAFCT402B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of aircraft load trimming ♦ Understand the aircraft type and the structure and location of cargo space, such as front or aft compartment, upper or lower deck, etc. ♦ 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 load limit of the aircraft and the cargo space ♦ Know about the load limit of different kinds of loading devices and pallets ♦ Know about the concept and calculation of permitted aircraft load 6.2 Calculate aircraft load trimming ♦ 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 ♦ Analyse 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	The integrated outcome requirement of this unit of competency is: (i) Capable to calculate the aircraft load trimming accurately according to the actual cargo condition and company's operational guidelines
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Coordinate air cargo loading/unloading
2. Code	LOAFCT403B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of air cargo loading / unloading ♦ 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 ♦ Understand resources allocation method ♦ Understand requirements on air cargo packaging, label and marking ♦ Understand unit load device and pallet types and their limitations ♦ Understand the loading manpower, time, quality of facilities and the calculation of costs, etc. 6.2 Coordinate air cargo loading ♦ 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 organisations 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	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to compile loading/unloading flow chart and procedure list for personnel concerned to follow
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Handle air freight discrepancies
2. Code	LOAFCT404B
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	Performance Requirements 6.1 Possess the basic knowledge of air freight discrepancies ♦ Understand air freight workflow and procedures ♦ Understand parties concerned with the workflow of air freight and their authority and obligations ♦ Understand common causes of air freight discrepancies ♦ Understand the remedial procedures for air freight discrepancies 6.2 Handling air freight discrepancies ♦ 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 ♦ 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 organise and handle related affairs ♦ Organise 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	The integrated outcome requirements of this unit of competency are: (i) Capable to propose effective solutions and reduce loss and impact according to different conditions and causes of air freight discrepancies; and (ii) Capable to handle freight discrepancies properly according to the freight standard of the company and the aviation industry
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Manage freight transit
2. Code	LOCUCT504B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of managing freight transit with reference to relevant local and international standards, codes, and regulatory requirements.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the knowledge of cargo handling and freight transport ♦ Know about the principles of freight transport ♦ Know about the principles of cargo handling ♦ Understand the practices of freight transfer for both local and international standards and regulatory requirement 6.2 Analyse freight transit requirements ♦ Identify international regulations and workplace policies for freight transit ♦ Obtain and analyse information on current and potential customers and their freight requirements with reference workplace policy ♦ Identify special requirements (e.g. characteristics of cargo, and customer needs) ♦ Access the resources and capability of the company to meet the special requirement ♦ Evaluate appropriate options for freight transit to meet the special requirements ♦ Document selected options for freight transit arrangements ♦ Search and allocate external resources to fulfil the requirement of co-loaders, carriers, agents, etc. 6.3 Plan for freight transfer ♦ Define the process requirements for freight transit ♦ Evaluate and establish appropriate workflow and systems to facilitate freight transit ♦ Identify and document human resources requirements to organise freight transit ♦ Initiate action to ensure staff are recruited/assigned/ trained in accordance with identified human resource requirements ♦ Identify required facilities and equipment (e.g., office space, computer and communications equipment) and initiate action for appropriate assignment or procurements

	♦ Document/update quality standards and procedures for proposed freight transit 6.4 Monitor freight transit ♦ Monitor freight transit against identified quality standards and compliance with international regulatory requirements ♦ Identify non-compliance with quality standards or regulatory requirements and take appropriate action to rectify any identified problems and prepare non-compliance report with suggested solution ♦ Monitor customer satisfaction with freight transit services using appropriate methods ♦ Consider customer concerns and suggestions for service improvements ♦ Establish key performance indicators and measurement standard to ensure the compliance of special requirement ♦ Complete reports and other required documentation related to freight transit operations and report to relevant personnel 6.5 Review freight transfer operations ♦ Monitor any changes in international codes and regulations relevant to freight transit ♦ Review and identify freight transit requirements on a regular basis ♦ Initiate effective action to ensure ongoing compliance of workplace procedures and regulatory requirements ♦ Identify internal and external training requirement for the team members
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of analysing freight transit requirements; (ii) Capable of planning the procedures and systems for freight transit; (iii) Capable of monitoring freight transit and ensure the compliance of designed quality standard and international regulatory requirement; and (iv) Capable of reviewing the effectiveness of freight transport operations according to the international regulatory rules and regulations
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Manage courier and express cargo centre and facilities
2. Code	LOCUCT512B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to apply the facilities management to design and management courier and express cargo centre and facilities, and can aim for the best utilisation and allocation of space.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of courier and express cargo operations facility management ♦ Understand the concept of courier and express cargo facilities management ♦ Understand the company's operational policy ♦ Understand the procedure and requirement of courier and express cargo transaction 6.2 Arrange the utilisation of space ♦ Calculate medium and long-term space requirements and allocation according to legal requirements and company business plans ♦ Develop the company's courier and express cargo handling method, and determine the equipment usage, facility type and size ♦ Determine the cargo flow and handling requirements in the facility according to the company's business plan ♦ Evaluate quantity requirements based on the company's business records and medium and long-term business plans/budgets/targets ♦ Calculate the total space requirements to develop a space utilisation plan ♦ Evaluate the specifications of a single package of goods according to size, weight, and type to calculate space allocation 6.3 Develop safety and security requirement ♦ Assess potential risks and any other risk factors to ensure the safety of the facility according to relevant regulatory requirements ♦ Develop safety and security procedures for cargo handling and storage ♦ Develop fire protection and fire protection system in accordance with relevant regulatory requirements ♦ Develop an evacuation plan based on company policies and procedures

	6.4 Establish record and system ♦ Establish a system to record and track the status of each shipment to meet the company's reporting, quality assurance and required reporting system ♦ Establish a system to record communication with customers to ensure the effectiveness and efficiency of operations, and establish data and records to enhance service and future dispute/complaint handling 6.5 Design storage area and allocation ♦ Formulate warehouse area and distribution according to the company's business ♦ Evaluate usage rate and review the growth in future ♦ Develop storage area and allocation according to the planning process ♦ Provide space for maintenance, cleaning and other requirements in accordance with relevant laws and regulations 6.6 Review the utilisation and operational efficiency of the facilities ♦ Develop a regular review and report review system ♦ Review and check the operating efficiency of the storage area and system based on the operation output ♦ Review the operating efficiency of the storage and processing system and whether it is ergonomic ♦ Check violations including loss, delay, disappearance, damage and other non-compliance ♦ Provide flexibility in the layout of facilities to cope with the changing market and company plans ♦ Develop effective recording and reporting systems to collect information on facility and system improvements to achieve company goals
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply facility management knowledge to design the medium and long-term requirements and allocation of space for express delivery and cargo centres to meet safety and security requirements; (ii) Capable to develop systems to record, track and manage cargo flow and facility requirements; (iii) Capable to review and examine the system regularly, review the use of facilities and operational efficiency; (iv) Capable to regularly inspect and review the use and operational efficiency of facilities (v) Capable to use effective cargo tracking data and records to review and optimise facility plans, enhance customer service and deal with potential disputes
8. Remarks	

Unit of Competency – Cargo Transport and Handling

1. Title	Formulate aircraft load plan
2. Code	LOAFCT501B
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	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of aircraft loading ♦ 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 DG and special cargo on aircraft 6.2 Formulate aircraft load plan ♦ 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 DG, 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

Unit of Competency – Cargo Transport and Handling

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to formulate effective aircraft load plans for airlines according to freight standard of the aviation industry and company's operation policy.
8. Remarks	This UoC is adopted from the Logistics UoC LOAFCT401A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Cargo Safety and Security

1. Title	Understand and distinguish DG (Dangerous Goods) and their characteristics
2. Code	LOCUSS201B
3. Range	This unit of competency is applicable to all kinds of logistics and transport companies. Practitioners should be capable to understand DG and their characteristics so as to enhance the safety level of transporting and handling DG.
4. Level	2
5. Credit	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of DG ♦ Understand the coding of different international standards systems ♦ Understand the types of packing and requirements for different DG using different modes of transport ♦ Understand the EmS in the emergency system and the MFAG. in the medical first aid guide for use in accidents of vessels carrying DG ♦ Understand the handling methods of different DG in different storage and delivery locations, such as in hold and on deck ♦ Understand the first aid treatment during accidents involving DG ♦ Understand the storing methods and requirements for different DG ♦ Understand the labelling and marking of different DG ♦ Understand different chemicals and commodities and their category under the classification of DG ♦ Understand the EmS in the emergency system and the coding system in emergency situation ♦ Understand the codes of the medical emergency guideline ♦ Understand document requirement of carrying and handling DG ♦ Understand the categorisation of DG according to the ICAO and IMO ♦ Understand the usage of MSDS ♦ Understand the related regulatory requirement, validation of certificates, application of documents procedure and related internal training guideline 6.2 Distinguish and apply basic knowledge of DG and their characteristics ♦ Apply required license/certificate according to the related regulatory requirement/rules ♦ Maintain valid certificates/license for team members legally ♦ Handle dangerous cargo like nuclear DG, inspect dangerous cargo (like EMS No) and emergent procedure and other emergency handling (like MFAG No.) ♦ Ensure correct categorising, packing, labelling and recording of dangerous cargo

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to understand DG and distinguish their characteristics; and (ii) Capable to maintain and apply valid certificates to handle dangerous cargo legally
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUSS202A and LOCUSS204A

Unit of Competency – Cargo Safety and Security

1. Title	Implement security inspection of air cargo with instruments
2. Code	LOAFSS201B
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	Performance Requirements 6.1 Possess the knowledge of air freight security inspection ♦ 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 ♦ Understand global requirement and development and impact on local operations ♦ Understand maintenance and calibration of instruments 6.2 Implement security inspection of air cargo with instruments ♦ 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, complied with regulators' requirements or has been interfered illegally ♦ 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 ♦ Implement contingency measures for protection, isolation, etc. if any abnormalities are found, or report to superior or regulators ♦ Analyse historical data of the company to measure the performance and ensure to meet related regulatory requirement ♦ Provide updated information to the company for short-term, mid-term and long-term plan on the inspection of air cargo

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to use suitable instruments to inspect cargo in a safe and correct way; (ii) Capable to read the messages, indications or instructions of the instruments; and (iii) Capable to implement contingency measures according to organisation's guidelines or superior's instructions if any abnormalities are found
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Apply security technology to help handle cargo transport security matters
2. Code	LOCUSS301B
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 to handle cargo transport security matters.
4. Level	3
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of security technology ♦ 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 CCTV, 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 6.2 Apply security technology ♦ Collect routine data recorded by the security system with regard to the actual venue and environment ♦ Master the characteristics of the company's logistics operation and cargoes and help to suggest suitable security equipment for usage ♦ Suggest to security service contractors/suppliers on the installation of security facilities such as CCTV, 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 to 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 to install staff identification and registration system ♦ Provide valuable cargo storage facilities that meet the security standards according to the operational policy of the company

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Implement air freight security control procedures
2. Code	LOAFSS301B
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	6 (for reference only)
6. Competency	<u>Performance Requirements</u> 6.1 Knowledge of air freight security ♦ 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 6.2 Implement air freight security control ♦ 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 ♦ File the air freight security control records properly ♦ Implement contingency measures such as informing superiors and regulators, etc.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Cargo Safety and Security

1. Title	Carry out monitoring system on the air cargo security procedures of consignors
2. Code	LOAFSS302B
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	Performance Requirements 6.1 Understand air cargo security monitoring system ♦ Know about the air freight security monitoring system ♦ Know about the local and international standard and requirement on air cargo security system ♦ Know about relevant local laws and international treaties like agent management regulation ♦ Know about relevant local and international regulations ♦ Know about function and concepts of air freight security monitoring system ♦ Know about the rights and responsibilities of regulated agent, known consignor and regulator ♦ Know about the function and procedures of air freight security monitoring system ♦ Master channels to access to required document specimen for reference 6.2 Implement the consignor monitoring system ♦ 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 ♦ Inform relevant organisations 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 ♦ Perform company search as per relevant regulatory requirement and record ♦ Create proper filing and system maintenance of all known consignors' record as per relevant regulatory requirement

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to check correspondence and documents and have them kept properly for future checking by regulators
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Execute safety strategies on courier and express cargo operations
2. Code	LOAFSS401B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics related service providers. Practitioners should be capable to execute the safety strategies on courier and express cargo operations in accordance with the requirement of relevant rules and regulations of related associations and government department.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of safety strategies of courier and express cargo operations ♦ Understand the regulations, safety policies and procedures of companies, related associations and government departments ♦ Understand the company's policies, business environment and risk capabilities and their interrelationships ♦ Understand related formation cost guarantee system ♦ Understand relevant industry standard safety systems, and compare each existing contractor ♦ Understand the importance of the safety system to the company ♦ Understand the relationship between the security system and company employees and their compliance 6.2 Execute the safety strategies on courier and express cargo operations ♦ Execute the safety system, including operating modes, standard operating procedures (SOP), contract forms and contract license standards and instruments ♦ Establish authority, responsibility, supervision and reporting procedures for employees ♦ Review with relevant staff to ensure proper handling, correction and other related issues for improvement and adjustment ♦ Review with relevant personnel to ensure proper handling, violations and other related concerns to improve adjustments ♦ Monitor the operation of the system and decide whether to adjust the strategy

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to execute safety strategies and system on courier and express cargo operations; and (ii) Capable to monitor the effectiveness of safety strategies
8. Remarks	The QF level is adjusted from level 5 to level 4

Unit of Competency – Cargo Safety and Security

1. Title	Handle and report air freight incidents
2. Code	LOAFSS402B
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	Performance Requirements 6.1 Possess basic knowledge of air freight incidents ♦ Understand causes of air freight incidents, such as leakage of DG, hidden DG, 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 6.2 Handle air freight incidents ♦ Obtain reports on the air freight incident from frontline staff ♦ Evaluate the sphere of influence and seriousness of the incident ♦ 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, organisations or people being affected by the incident ♦ Liaise with the companies, organisations 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 ♦ Be capable to report the air freight incident

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to understand the seriousness of an air freight incident and handle it according to procedures; and (ii) Capable to report the air freight incident to regulators or the management
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Implement air freight safety standard for DG (Dangerous Goods)
2. Code	LOAFSS403B
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 DG according to freight standard of the aviation industry and legal requirements.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of safety standard for DG ♦ Understand types and characteristics of DG ♦ Understand freight standard of the aviation industry for DG handling ♦ Understand the concepts and possess the knowledge of hidden DG ♦ Understand legal requirements and regulations on cargo and workers ♦ Be familiar with company's operational guidelines on DG ♦ Understand basic audit functions and procedures ♦ Understand the consequences and seriousness of non-compliance with the safety standard for DG 6.2 Implement safety standard for DG ♦ Provide requirements and guides on shipment of DG to the shipper or its agent ♦ Formulate document checking procedures and pay attention to the shipment of hidden DG ♦ Arrange training for frontline staff to conduct the following: • Visually check the package, labels and marking of the DG • Examine the shipment documents, import/ export license and certificate for the DG • Fill in shipment checklist of DG • File the documents for record • Store the DG ♦ 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 DG
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to implement safety standard for DG 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.
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Monitor security service standard
2. Code	LOCUSS501B
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	Performance Requirements 6.1 Understand the knowledge of security service and its management ♦ 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 organisations, such as ICAO, or other countries ♦ Regular update with local and international association on the change of the security requirement and report to the company for strategic planning to cope with them 6.2 Monitor security service ♦ 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 ♦ Execute immediate change or future change of operational policy of the company to cope with the new security requirement from local or international associations. ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to monitor the standard of security service according to the operational policy of the company and industrial standards.
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Formulate training schemes for handling DG (Dangerous Goods)
2. Code	LOCUSS504B
3. Range	This unit of competency is applicable to all types of logistics and transport companies that need to handle the transport of DG. Practitioners should be capable to understand the training requirements for handling DG for the company to comply with the requirements of the regulators and standard of the industry.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of the training for handling DG ♦ Be familiar with the legal requirements of the regulators for handling DG ♦ Understand the importance of handling and transporting DG ♦ Understand the types of DG and severity of accidents ♦ Understand that personnel at different logistics job positions should possess different levels of the knowledge of handling DG ♦ Understand different requirements for transporting and handling DG for different transport modes, such as the different requirements for sea freight and air freight: the international maritime DG code and emergency procedures for ships carrying DG 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 ♦ 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 Formulate the training schemes for handling DG ♦ Analyse job positions of the company and the required knowledge of handling DG ♦ Choose training mode, method and service provider ♦ Compare the pros and cons of in-house training, outsourcing and external courses ♦ Analyse 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

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to understand the requirements of the regulators and standard of the industry and to analyse the training demand of the company and choose suitable courses.
8. Remarks	This UoC is adopted from the Logistics UoC LOCUSS401A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Cargo Safety and Security

1. Title	Formulate air freight security strategy
2. Code	LOAFSS501B
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	9 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of air freight security strategy of the enterprise ♦ Understand the security policies and procedures of international civil aviation organisation (ICAO) and local 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 ♦ Understand the legal requirement of security and updated information 6.2 Formulate air freight security strategy ♦ Include the change of legislation in the long term planning strategies ♦ 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 license and instruments of the freight security system ♦ Analyse 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 ♦ Analyse 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 ♦ Analyse the system established to see if facilities such as lighting, barriers and sensors for air freight security as required by the regulators are included

	♦ Analyse the compatibility, substitutability or share ability of the freight security system within the enterprise and other freight security systems outside the enterprise ♦ Formulate arrangements regarding the authority, responsibilities, supervision and reporting procedures of staff handling the freight security system ♦ Formulate operational standard, goals and audit procedures for freight security system ♦ Monitor the system operation and decide whether strategy adjustment is needed
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 analyse the freight security system within the enterprise and monitor the system operation.
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Formulate security strategy for courier and express cargo operation
2. Code	LOAFSS502B
3. Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics related service providers. Practitioners should be capable to formulate the security strategy for courier and express cargo operation with accordance to the requirement of relevant legislative regulation and requirement of related associations and government departments.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of security strategy for courier and express cargo operation ♦ Know about the regulations, security policies and procedures of the company, relevant associations and government departments ♦ Know about the policies, business environment and risk capacity of the company and their interrelationship ♦ Know about the relative formation cost security system ♦ Know about the standard of related industry for security system and comparison of each existing contractors ♦ Know about the importance of compliance of security system to the company ♦ Know about the relationship between security system and the staff of company and their compliance 6.2 Formulate courier and express cargo operation security strategy ♦ Develop the security policy in accordance with the company's direction and goals ♦ Study and evaluate the cost effectiveness of different security system modes ♦ Ensure the system established can meet the industrial standard and related regulatory requirement ♦ Evaluate the compatibility, substitutability or share ability of the security system of the company ♦ Develop SOP and key performance indicators (KPI) and reports to ensure close monitoring of the effectiveness of security system

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate the safety strategies on courier and express cargo operations as per company operations policy; (ii) Capable to assess the compatibility of safety system of the company to ensure all system can meet the standard and relevant legal requirement; and (iii) Capable to establish key performance indicators (KPI) and report to ensure the close monitoring of the effectiveness of safety system
8. Remarks	

Unit of Competency – Cargo Safety and Security

1. Title	Formulate air freight security standard
2. Code	LOAFSS503B
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	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of air freight security ♦ Understand regulators' requirements and related legislations on air freight security ♦ Understand air freight process and procedures ♦ Comply with the rules of having valid license and awareness training records as per related regulatory requirement ♦ 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 6.2 Formulate air freight security standard ♦ Analyse crucial elements like security work, facilities and access control ♦ Conduct cargo document checking procedures, hidden DG checking procedures and contingency measures ♦ Compile checklist and confirm details of checking ♦ Refer to the freight standards of the aviation industry, international civil aviation organisation (ICAO) or individual countries ♦ 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 ♦ Maintain proper records of security processes completed according to the related regulatory requirement of associations

Unit of Competency – Cargo Safety and Security

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to compile reports to illustrate the air freight security standard to the management.
8. Remarks	This UoC is adopted from the Logistics UoC LOAFSS401A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Cargo Safety and Security

1. Title	Manage cargo security
2. Code	LOCUSS601B
3. Range	This unit of competency is applicable to practitioners who take active roles in managing security procedure for transporting goods in the logistics industry. Practitioners should be capable of fulfilling the relevant security standards, codes, and regulatory requirements covering the management of security procedures to manage cargo security
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the relevant knowledge of security procedures ♦ Know about the company policy to ensure the cargo security and standards ♦ Know about the procedure of company's insurance underwriter and their coverage and procedure of mange cargo security ♦ Know about the documentation coverage like Bill of Lading, marine policy, transport receipt, House Air Waybill, etc ♦ Know about relevant organisations (e.g., ICAO, IATA, WCO and GAO) govern logistics security ♦ Know about relevant security requirements, including security schemes (e.g., RAR and ISPS), security concepts (e.g., AEO), and security programmes (e.g. C-TPAT) ♦ Understand the operations and workflows of logistics and related industries ♦ Understand company security policies and procedures, relevant standards, codes, and regulatory requirements ♦ Know about the special precautions, security procedures and potential risks ♦ Know about the special precautions and procedures, and nature of risk for transporting high risk goods ♦ Know about the principle of security systems ♦ Know about the requirement of licenses and permits for transport route 6.2 Assess security risks ♦ Assess the value of goods and the complication and requirement of individual customer ♦ Identify the resources in operations like DG warehouse, security... ♦ Assess the background, history, relationship and other related information of customers ♦ Review records of thefts, damage and security breaches to identify past security incidents ♦ Identify relevant logistics security requirements

	♦ Assess of potential risks to the security of facilities, equipment, stock, personnel, information, and operating processes ♦ Critically evaluate risks from a range of sources with existing security measures ♦ Note discrepancies between current security processes and identified gap ♦ Obtain external information for execution of security and special tasks 6.3 Specify security requirements ♦ Make adjustments and decisions to procedures and equipment based on security risk assessment ♦ Document security arrangements and establish implementation strategies ♦ Prepare finalised security plan and circulate for feedback ♦ Respond feedback and questions from stakeholders and incorporate in the plan ♦ Assessment on additional and special insurance policy to cover the transaction ♦ Assessment on the next facilities like safety rack, pallet, gate, etc ♦ Negotiate and bargain with the expert for the required security plan 6.4 Design and implement security plan ♦ Plan transport schedule details, special precautions and procedures, and nature of risk with loaders, supervisory staff, and line managers ♦ Obtain and confirm appropriate licenses and permits for transport route or transfer site ♦ Critically assess potential risks or hazards to manage risk ♦ Check collected information with relevant workplace procedures and regulatory framework ♦ Obtain authorisations or approvals for activities requiring special approval or workplace procedure changes ♦ Communicate security procedures to relevant personnel ♦ Identify priorities for implementation and inform relevant personnel ♦ Identify competency needs for the work, allocate, train and assess staff to meet the needs ♦ Obtain and allocate required resources, e.g., facilities and equipment ♦ Organise workplace equipment and personnel to meet the needs ♦ Trial and amend security policies and procedures to improve security performance ♦ Apply communication methods to explain company operating procedures and methods to relevant personnel

	6.5 Co-ordinate responses on emergencies ♦ Co-ordinate security incidents with reference to the security plan ♦ Observe and report potential security risks with reference to the security plan ♦ Develop contingency plan ♦ Obtain the related information and history about handling irregularity and contingency solution on similar goods ♦ Assess the damage and potential risk, prepare report for company's approval 6.6 Monitor and review system performance ♦ Categorise and collate security reports ♦ Compare reports to identify any trends in breaches ♦ Collect relevant information to evaluate the current security performance ♦ Modify security requirements to cope with changes in internal and external business environment ♦ Modify security plans and procedures to rectify any identified gaps
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of applying knowledge of security procedures; (ii) Capable of assessing security risks; (iii) Capable of specifying security requirements and establishing implementation strategies; (iv) Capable of designing the security procedures and system performance; (v) Capable of identifying risks and hazards and planning work to minimise risks; and (vi) Capable of monitoring and reviewing security performance
8. Remarks	

Unit of Competency – Import/ Export Documentation

1. Title	Handle procedures and documents for settlement of trading payment
2. Code	LOCUIE201B
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	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of procedures and documents for settlement of trading payment ♦ 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 different trade payment modes and requirement ♦ 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 ♦ Understand the chain action among the logistics operation and obligation of each transaction by each individual parties ♦ Understand company policy and customer's financial status and/or payment history 6.2 Application of the basic knowledge of procedures and documents for payment settlement ♦ 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 ♦ Establish reporting system and channel to protect company's interest as well as any parties involved in the transaction.
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to provide freight services to customers according to their financial arrangements or payment settlement methods
8. Remarks	

Unit of Competency – Import/ Export Documentation

1. Title	Verify required proofs and documents according to freight requirements
2. Code	LOCUIE202B
3. Range	This unit of competency is applicable to seafreight, airfreight and logistics companies. Practitioners should be capable of verifying the required proofs and documents according to freight requirements.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of verifying documents ♦ Understand the required types of documents ♦ Understand the factors affecting the required types of documents, such as the country of destination, places of transhipment 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 ♦ Understand the company's policy and procedure on the requirement of documents and verification requirement 6.2 Verification of proofs and documents ♦ 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 ♦ 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 meet the requirements of the letter of credit ♦ Check whether the deadline stated in the document would have an impact on financial arrangements

	6.3 Report and review ♦ Understand the filing system of documents as per company's policy and legal requirement ♦ Understand the reporting channel for irregularity and non-compliance of responsible parties such as shippers, coleader, etc. ♦ Review external parties on their compliance situation regularly and report the change of requirement to the company
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable of conducting documents preparation correctly according to the procedures of related commodity including DG, prohibited and dutiable commodities; and (ii) Capable to rectifying correctness of documents during the processes and taking effective corrective action, and notify the related personnel while handling document of related commodity including DG, prohibited and dutiable commodities
8. Remarks	This UoC is adapted from the Logistics UoCs LOCUIE202A and LOCIE208A

Unit of Competency – Import/ Export Documentation

1. Title	Handle the documents for DG (Dangerous Goods), prohibited goods and dutiable commodities
2. Code	LOCUIE203B
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 DG, prohibited goods and dutiable commodities), and to handle the goods and relevant documents efficiently.
4. Level	2
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of handling DG, prohibited goods and dutiable commodities ♦ Understand the government departments responsible for controlling the import, export or re-export of goods, and relevant legislations ♦ Understand the document flow related to the import, export and re-export of DG, prohibited goods and dutiable commodities ♦ Understand the types and use of documents related to the import, export and re-export of DG, prohibited goods and dutiable commodities, and the information to be provided in the document ♦ Understand the customs clearance procedures and the work procedures of 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 DG ♦ Understand the types of prohibited goods ♦ 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 and dutiable commodities ♦ Understand the latest information and requirements from various management departments and associations ♦ Understand the aims of controlling the import, export or re-export of goods

	♦ Understand the processes related to the import, export and re-export of DG, prohibited goods and dutiable commodities ♦ Understand the updated and change of relevant regulatory requirement 6.2 Implement the processes of handling documents for DG, prohibited goods and dutiable commodities ♦ Demand from shippers the required documents or information on prohibited goods ♦ Apply to relevant departments for permits or proofs and documents according to law (Dangerous Good Ordinance, Cap 295 and related regulations) or requirements ♦ Check whether the cargoes are consistent with the information provided in the freight documents ♦ 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 organisations or persons or file the documents according to required procedures (Example: provide manifest, DG Declaration and MSDS) ♦ Inform the departments responsible for cargo supervision, transportation and storage or contractors about the processing of DG, prohibited goods and dutiable commodities according to required procedures ♦ Make a list of the DG for submission to relevant persons or organisations, such as the flight captain, the ship master, relevant government departments and the port authority ♦ Obtain permits from regulated organisations 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 ♦ Establish change of SOP in according to the new relevant regulatory requirement and key performance indicator to measure the compliance of operation

	6.3 Report and audit ♦ Provide appropriate filing system and time line according to the requirement and policy of the company and related regulation ♦ Submit non-compliance report such as vessel delay, permit expiry ♦ Submit proposal to the company for effective document management and audit to avoid and minimise punishment of related regulatory departments and associations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to describe the processes of handling documents for DG, prohibited goods 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	This UoC is adapted from the Logistics UoCs LOCUIE203A and LOCUIE209A.

Unit of Competency – Import/ Export Documentation

1. Title	Arrange for customs declaration
2. Code	LOCUIE204B
3. Range	This unit of competency is applicable to logistics companies, freight forwarders and shipping companies. Practitioners should be capable of understanding customs declaration procedures and making relevant arrangements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<u>Performance Requirements</u> 6.1 Possess basic knowledge of customs declaration procedures ♦ Understand the customs declaration procedures for the import and export of general and special goods like strategic commodities, dutiable commodities ♦ Understand the customs declaration procedures related to over-delivery, mis-delivery, short -delivery ♦ Understand the customs declaration procedures related to transit, transhipment and through transport (one stop service) ♦ Understand the procedures related to customs transfer ♦ 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 ♦ Understand the risk and consequence of violation of rules ♦ Understand the eligibility requirements for company staff dealing with declaration work, declaration time and deadline, relevant organisations and location, declaration procedures and required documents ♦ Understand different types of systems and operations for customs declaration (e.g.: Trade Single Window) 6.2 Arrange for customs declaration ♦ Ensure that timely declaration of imported and exported goods is made to the local customs authority and relevant authorities ♦ Prepare sufficient and appropriate proofs and documents for customs declaration ♦ Present valid permit/license and required documents to prove the rights of import/export of particular goods into/from Hong Kong of the customers ♦ Submit information and/or valid license/permit and required documents to the relevant authority before operations taken

	♦ 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 organisations, documents verification and follow up the matter ♦ Ensure original documents are existed and valid with proper storage location and presentation
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable of completing the customs declaration procedures properly according to regulatory requirements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
8. Remarks	This UoC is adapted from the Logistics UoCs LOCUIE204A and LOCUIE210A

Unit of Competency – Import/ Export Documentation

1. Title	Handle customs clearance procedures
2. Code	LOCUIE205B
3. Range	This unit of competency is applicable to logistics service providers and freight forwarders etc. Practitioners should be capable of handling matters related to customs clearance according to the procedures and requirements of relevant government departments (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Possess basic knowledge of customs clearance ♦ Understand the general requirement and updated information of customs clearance for different types of cargo like general cargo, dutiable commodities, strategic commodities, etc. ♦ 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 ♦ 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 ♦ Understand how to access the updated information, codes, tariff, procedures and requirement from the Hong Kong Customs and Excise Department ♦ Understand the time requirement and deadline of different transaction ♦ Understand the storage requirement of license/permit, etc to ensure cargo can be stored with proper setup ♦ Capable of 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 clearance procedures for dutiable items and prohibited articles ♦ Understand new developed system like ROCARS, Trade Single Window

Unit of Competency – Import/ Export Documentation

	6.2 Handle customs clearance procedures ♦ Prepare documents required for customs clearance ♦ Register online account and system access program ♦ Make online bookings, changes, cancellations and enquiries ♦ Notify cargo owners and their agents to send staff to supervise cargo inspection ♦ Obtain and verify proper documents from customers as per Customs' request ♦ Submit the requested documents as per system required ♦ 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 ♦ Apply new technologies and systems from different perspectives to enhance the efficiency of workflow (e.g.: Trade Single Window)
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable of handling customer clearance procedure according to the procedure and requirement of government departments
8. Remarks	This UoC is adapted from the Logistics UoCs LOCUIE205A and LOCUIE212A

Unit of Competency – Import/ Export Documentation

1. Title	Handle import/export or re-export documents
2. Code	LOCUIE206B
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	Performance Requirements 6.1 Possess basic knowledge of import/export or re-export documents ♦ Understand the types and use of trade documents ♦ Understand the legal requirement and company policy ♦ Understand special cargo handling requirement and company requirement and supervision requirement ♦ Understand the common usage of market jargons, code, abbreviations and their meaning ♦ Understand the time and fee required for handling import/export or re-export documents ♦ Understand the processes of air cargo transport and basic knowledge ♦ Understand the different system and update like Trade Single Window 6.2 Handle relevant documents 6.2.1. Export ♦ Obtain and verify all required export documents (e.g., commercial invoice, import/export permit, import/export license) with reference to delivery procedure ♦ Verify the air freight documents (e.g., destination, cargo quantity, cargo weight and dimension, commodity and product value, payment terms) ♦ Handle booking request and issue relevant documents (e.g., booking confirmation or pickup notification) ♦ Ensure SOP/quotation and valid agreement have been signed with shipper/consignee/customers ♦ Fill in or input the required information with reference to delivery procedure and operations guidelines and submit documents (or electronic documents) to relevant parties or government agents for export declaration ♦ Issue relevant transport documents (e.g., House Air Waybill) ♦ Send, receive and complete relevant documents (in electronic format or hard copy)

	♦ Issue invoice for payment collection and issue relevant transport documents (e.g., House Air Waybill) to shipper ♦ Complete and input all data in the required system like Tradelink, Oneport, Trade Single Window 6.2.2 Import ♦ Receive information, pre-alert and other notice from origin agents/offices ♦ Send arrival notice to consignee or notify parties or any parties who involved in SOP ♦ Check and confirm all import document on their correctness and ready to submit by customers ♦ Prepare cargo delivery and report irregularity (if any) ♦ Collect and check relevant import documents, and handle cargo release ♦ Complete and input all data into relevant systems (like Tradelink, Oneport, Trade Single Window) 6.2.3 Re-export ♦ Co-ordinate with origin port agent/offices to arrange transshipment cargo via Hong Kong according to the company's policy and procedure ♦ Prepare relevant import/export documents ♦ Apply general import/export transaction according to the relevant requirement ♦ Complete and input all data into relevant systems (e.g. Tradelink, Oneport, Trade Single Window)
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	This UoC is adapted from the Logistics UoCs LOCUIE206A, LOAFIE201A, LOSAIE201A and LOSAIE203A.

Unit of Competency – Import/ Export Documentation

1. Title	Compile air waybill
2. Code	LOAFIE202B
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	Performance Requirements 6.1 Possess basic knowledge of air waybill ♦ Check that all information in the air freight document is correct, including: • 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: • Functions of different originals and duplicates • Circulate different originals and duplicates to relevant people and departments 6.2 Compile air waybill ♦ 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

Unit of Competency – Import/ Export Documentation

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to complete the procedure of compiling air waybill correctly according to enterprise's procedures and requirements; (ii) Capable to put the air waybill on file together with other necessary documents correctly according to enterprise's procedures and requirements; and (iii) Capable to fill in, print out, keep record of and circulate the air waybill electronically according to company's procedures and requirements
8. Remarks	

Unit of Competency – Import/ Export Documentation

1. Title	Handle courier and express transport document
2. Code	LOAFIE203B
3. Range	This unit of competency is applicable to all kinds of logistics operators and courier and express companies. Practitioners are capable to handle documents submitted by customers for courier and express cargo transactions and ensure that these documents can meet the requirements of importing and exporting countries or relevant regulatory requirements of government departments and associations.
4. Level	2
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand the procedure of courier and express documentation ♦ Possess basic knowledge and working procedure of courier and express ♦ Understand all documents including: • Packing list • Commercial invoice (if any) • Import/export permit (if required) • Certificate of origin (if required) • Certificate of inspection (if required) • Others Import/export documents 6.2 Handle relevant documents ♦ Check relevant documents and their accuracy including: • Details of shippers • Service selection and destination • Declared number of pieces, weight and measurement • Declared details of commodities and cargo value • Incoterms of the documents • Confirm number of pieces between documents and import/export permit (if any) • Consignee's details and delivery address • Names of receiver and contact number • Internal management as per company's procedure ♦ Establish transaction record with all collected cargo documents ♦ Provide flight information, message and transport documents to customers ♦ Issue charges receipt and credit invoice as per company's procedure ♦ Confirm documents and arrange cargo receipt/delivery procedure

Unit of Competency – Import/ Export Documentation

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to handle correct import/export documents in courier and express transaction as per company's procedure; and (ii) Capable to ensure courier and express documents can meet the compliance of the requirement of importing/exporting countries or relevant regulatory requirement of Government departments and associations
8. Remarks	

Unit of Competency – Import/ Export Documentation

1. Title	Understand different trading modes and their requirements on import, export and re-export documents
2. Code	LOCUIE301B
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	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of different trading modes ♦ 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 organisations and government departments involved in different trading modes 6.2 Handle documents for different trading modes ♦ 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 organisations or departments ♦ Obtain documents from customers and other companies or departments within required time frame as per relevant regulatory requirement ♦ Submit documents required by the organisations or departments ♦ Establish check list and SOP for the operations to follow with time bar

Unit of Competency – Import/ Export Documentation

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to handle import, export or re-export documents correctly according to different trading needs.
8. Remarks	

Unit of Competency – Import/ Export Documentation

1. Title	Implement boundary customs clearance
2. Code	LOCUIE304B
3. Range	This UoC is applicable to logistics service providers. Practitioners should be capable of implementing boundary operations according to the relevant customs and regulatory requirements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the knowledge of boundary customs clearance ♦ Understand the options of transportation of cross-boundary transaction ♦ Understand the regulatory requirements of cross-boundary customs clearance between Hong Kong and Mainland China ♦ Understand the company's policy and business operation ♦ Know about the process of boundary customs clearance 6.2 Use information system for import/export declarations ♦ Determine information required for import/export declarations ♦ Prepare required information for import/export declarations ♦ Support staff delegated to prepare required information to complete tasks accurately and in a timely manner ♦ Verify and enter the information in delegated system for import/export declaration ♦ Obtain required documents for import/export clearance of prohibited items ♦ Review questions relating to lodgment of the import/export declaration 6.3 Resolve problems arising from lodgment of entries or import/export declarations ♦ Monitor progress of preparing import/export declarations for lodgment ♦ Identify problems arising before or after lodgment of the import/export declarations and take action to address problems 6.4 Undertake post-entry amendments where applicable ♦ Confirm needs for amendments as required ♦ Amend import declarations in accordance with Customs and related regulatory requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable of conducting cross-boundary customer clearance according to regulatory requirements (ii) Capable of using import/export customs declaration system (iii) Capable of resolving problems arising during import storage or import/export customs clearance
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Import/ Export Documentation

1. Title	Classify commodities for import/export and re-export
2. Code	LOCUIE305B
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of classifying commodities for import and export and re-export of goods according to the relevant customs and regulatory requirements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Possess the knowledge of commodity classification ♦ Know about the commodities classification and requirement for import, export and re-export from relevant regulatory government departments and associations ♦ Understand business operations in transport and logistics related industries ♦ Know about commodity classification 6.2 Locate resources sufficient for classification of goods ♦ Determine resources and documentation sufficient to classify goods ♦ Obtain relevant resources and required documents for the classification of commodities 6.3 Apply identification principles to goods ♦ Identify goods in accordance with commodity classification ♦ Check alternative classifications as required ♦ Seek assistance as required 6.4 Utilise classification tools ♦ Utilise resources to assist in classification of goods from relevant regulatory government departments and associations ♦ Consult customer to obtain further details of characteristics and functions of goods to be classified as required ♦ Seek assistance as required ♦ Make classification of goods and confirm with related parties ♦ Check classification with manager, supervisor or more senior personnel prior to customs import being completed ♦ Obtain consent from customers on your selection 6.5 Complete post classification requirements in accordance with legislative requirements ♦ Prepare tariff classification advice request in response to identified problems ♦ Correctly enter classification on the customs entry/declaration in accordance with the requirements of Customs and related regulatory requirements

Unit of Competency – Import/ Export Documentation

	♦ Retain completed documentation by relevant personnel in accordance with the requirements of Customs and related regulatory requirements ♦ Retain and pass on relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) to the customer in accordance with the requirements of Customs and related regulatory requirements
7. Assessment Criteria	The integrated outcome requirements of the unit of competency are: (i) Capable of locating resources necessary for the classification of commodities for import and export of goods; (ii) Capable of utilising classification tools as directed; (iii) Capable of selecting and using the technology required to classify commodities for import and export of goods; and (iv) Capable of completing commodity classification
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Verify insurance certificate and policy or related documents
2. Code	LOCULC301B
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	Performance Requirements 6.1 Knowledge of legal requirements and operation of the insurance industry ♦ 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 ♦ 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 6.2 Handle insurance certificate and policy or related documents legally and properly ♦ Verify the insurance certificate and policy or related documents according to the documents exchanged with the intermediary or insurance company ♦ Missing point 2 ♦ Properly file documents which are not necessary to show according to legislations ♦ 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
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to handle insurance certificate and policy or related documents legally and properly under instruction.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL305A and LOCULC301A

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Implement risk management plans
2. Code	LOCULC401B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of risk management ♦ 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, OSH and undertaking ordinances 6.2 Implement risk management ♦ Implement risk management as scheduled according to the risk management plan and its details formulated ♦ Check and analyse regularly, including examining the survey report, analysing 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 6.3 Conduct a review ♦ Review the risk management plans regularly ♦ Propose adjustment to the plans when necessary
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to identify risks with respect to the operation and business nature of sea freight, air freight and express industries;

	(ii) Implement effectively risk management according to the risk management plan and its details formulated and in consideration of other factors; and (iii) Capable to discuss other departments on daily operational needs so as to review the suitability of the risk management plan formulated and to suggest modifications when necessary
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL401A and LOCULC401A.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Compile claims report
2. Code	LOCULC403B
3. Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to analyse accurately individual claim cases and compile claims report
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of compiling claims report ♦ 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 6.2 Compile claims report ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to accurately illustrate individual claim cases and reflect the total number of cases by means of compilation of claims report.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL403A and LOCULC403A

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Handle transport operator's liability insurance claims
2. Code	LOCULC407B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of claim-related regulations, and the claim procedures and requirements of insurance companies ♦ 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. ♦ 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 ♦ 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 analyse 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 minimise 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 ♦ 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 ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	This UoC is adopted from the Logistics UoC LOCUIL407A

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Apply environmental protection laws and international conventions relevant to the logistics industry
2. Code	LOCULC408B
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 review 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	Performance Requirements 6.1 Understand environmental protection laws and international conventions relevant to the logistics industry ♦ 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 organisation chart and responsibility of HK Environmental Protection Department ♦ Understand the positive and negative influence on the company of implementing and not implementing environmental protection strategies ♦ Understand the importance of the promotion of environmental protection ♦ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers 6.2 Help to Formulate code of practice relevant to environmental protection ♦ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers so as to analyse the conditions that may lead to violation of law ♦ 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

	6.3 Professionalism in applying environmental protection laws and international conventions ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL408A and LOCULC408A

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Apply occupational safety and health ordinances relevant to the logistics industry
2. Code	LOCULC409B
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 OSH, 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	Performance Requirements 6.1 Possess the knowledge of occupational safety and health ordinances relevant to the logistics industry ♦ Understand the organisational 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 6.2 Promote occupational safety and health in the company or among employees ♦ 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 6.3 Professionalism in applying the occupational safety and health ordinances ♦ Assist the company in formulating occupational safety and health measures based on the understanding of the occupational safety and health ordinances

Unit of Competency – Insurance, Legal Matters and Compliance

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL409A and LOCULC409A

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Apply the Prevention of Bribery Ordinance
2. Code	LOCULC410B
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 behaviour complies with the law.
4. Level	4
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of Prevention of Bribery Ordinance ♦ Understand the organisational 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 6.2 Apply the Prevention of Bribery Ordinance ♦ 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 ♦ 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 ♦ Review the internal corruption reporting mechanism ♦ Inform relevant departments and colleagues at suitable time about modifications of labour-related legislations and influence of the modifications

	6.3 Professionalism in applying the Prevention of Bribery Ordinance ♦ Assist the company in formulating staff guidelines relevant to the Prevention of Bribery Ordinance
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL410A and LOCULC410A.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Understand intellectual property and avoid act of infringement
2. Code	LOCULC411B
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 act of infringement.
4. Level	4
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Understand classification and characteristics of intellectual property ♦ Understand fairly the definition and areas of protection for copyright, registered design, patent and trademark, and liabilities arising from infringement ♦ Understand the organisational structure and duties of the Intellectual Property Department ♦ Understand the characteristics of the trade, the operation procedure, and the cooperation and relationship with customers ♦ Understand different types and coverage of legal requirement and avoid act of infringement of e-application, written application, training document, etc. ♦ Understand the new and updated relevant management requirement of government department and associations. 6.2 Avoid act of infringement ♦ 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 ♦ 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 ♦ Consult comment and recommendation from legal department or external consultants ♦ Elaborate to the departments and colleagues the importance of intellectual property and the legal requirements ♦ Establish the standard and channels for staff to access company's property

	♦ Inform the departments and colleagues at suitable time about modifications of intellectual property ordinances and the influence of the modifications ♦ Execute appropriate penalty and action against any violation ♦ Prepare regular training and update rules and regulations related to intelligence property to all level of staff ♦ Ensure all the legal documents for the daily operations must be renewed before expiry date for all level of staff 6.3 Professionalism in applying intellectual property ordinances ♦ Assist the company in formulating relevant guidelines based on the intellectual property ordinances ♦ Establish and include in company handbook and/or any business handbook
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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; and (ii) Capable to provide regular training and updating related rules and regulations of intelligence property to all level of staff
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL411A and LOCULC411A.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Apply labour legislations related to human resources management
2. Code	LOCULC412B
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	Performance Requirements 6.1 Understand labour legislations related to human resources management ♦ Understand the functions and operation of the Hong Kong Labour Department and related statuary organisations ♦ 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 and other mandatory regulations of HKSAR and other associations ♦ Know about other statuary organisations, 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 related to human resources management ♦ 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 ♦ Establish and keep the update of the employee handbook and ensure employees understand all the terms and conditions ♦ 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 related to human resources management ♦ Assist the company in formulating staff guidelines based on labour legislations relevant to human resources management ♦ Assist the company to provide the most suitable and appropriate human resources management such as allocation, training, recruitment and other related human resources questions ♦ Maintain proper filing of human resources issues according to legal requirement like filing, confidentiality, human right, etc. ♦ Evaluate individuals to promote equal opportunities and development in company
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to assist the company cautiously in formulating relevant staff guidelines based on the understanding of labour legislations related to human resources management and the operational need of the company so as to handle the human resources management matters properly.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL413A and LOCULC412A.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Amend insurance terms
2. Code	LOCULC413B
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	Performance Requirements 6.1 Knowledge of insurance terms ♦ 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 6.2 Handle amendment of insurance terms ♦ Inform insurance intermediaries or companies of the amendment at appropriate time according to the operation of relevant departments ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to inform insurance intermediaries/companies of the amendment with justifications clearly, and to fight for the most appropriate coverage for the company.
8. Remarks	The functional area “Insurance and Legal Matters” was revised as “Insurance, Legal Matters and Compliance”. This UoC code was changed from LOCUIL402A to LOCULC413B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Handle employee compensation claims
2. Code	LOCULC414B
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	Performance Requirements 6.1 Knowledge of employee compensation insurance terms and claims ♦ 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 ♦ 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 ♦ 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 minimise 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 ♦ 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 ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to timely provide insurance companies with relevant documents and information according to claim procedures so as to handle employee compensation claims.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOCUIL404A to LOCULC414B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Handle public liability claims
2. Code	LOCULC415B
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	Performance Requirements 6.1 Knowledge of public liability insurance terms and claims ♦ 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 6.2 Handle public liability claims ♦ 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 minimise 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 ♦ 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 Professionalism in handling public liability claims ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to timely provide insurance companies with relevant documents and information according to claim procedures so as to handle public liability claims.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOCUIL405A to LOCULC415B

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Apply basic principles of insurance law to handle insurance matters
2. Code	LOCULC416B
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	Performance Requirements 6.1 Basic principles of insurance contract ♦ 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 6.2 Handle insurance matters by applying the basic principles of insurance contract ♦ 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-recognised 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

Unit of Competency – Insurance, Legal Matters and Compliance

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to make appropriate insurance decisions according to insurance principles
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOCUIL412A to LOCULC416B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Handle claims for aircraft damage
2. Code	LOAFLC401B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of aviation insurance terms, relevant laws, and claim procedures of insurance companies ♦ 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 ♦ Understand the time limitation of presentation, recording, action taking and following up of the company required during the whole claim processes 6.2 Handle claims for aircraft damage ♦ 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 analyse 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 minimise 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 ♦ Preliminary actions taken to any parties concerned and any sufficient actions against third party to hold the rights of their responsibilities ♦ Records and all related documents handling and filing in good order 6.3 Professionalism in handling claims for aircraft damage ♦ 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 ♦ Sufficient filing and records supporting and requiring for the relevant documents of the incidents and validation of them ♦ Cooperate or have consent and/or agreement from legal advisors or insurance underwriter on the proper action taken
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to provide insurance companies with relevant claim documents and information according to claim procedures so as to handle claims for aircraft damage; and (ii) Capable to handle claim cases seriously and avoid conflict of interest
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOAFIL401A to LOAFLC401B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Handle claims for air cargo damage
2. Code	LOAFLC402B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of insurance terms, claim procedures of insurance companies, and relevant legislations /international conventions ♦ Understand the operation of the air freight industry, and the cargo damage, loss and delay occurred during operation ♦ Understand air cargo insurance terms ♦ Understand the claim procedures and requirements of insurance companies ♦ Understand the preliminary claims procedures and awareness of all staff on handling claim email/letter/phone enquiry ♦ 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 impact of relevant legislations/international conventions on handling claims 6.2 Handle claims for air cargo damage ♦ Understand the course of the incident through different channels and collect relevant documents and information for lodging a claim; take appropriate measures to minimise 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. ♦ Analyse 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 ♦ Establish claim history for future strategies plan, operation review or any precaution setup 6.3 Professionalism in handling air cargo damage claims ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOAFIL402A to LOAFLC402B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Handle claims for air cargo liability insurance
2. Code	LOAFLC403B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of air cargo liability insurance terms, relevant laws and claim procedures of insurance companies ♦ 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 claim procedures and requirements of insurance companies, including: notification period, submission of relevant proofs and claim documents ♦ Understand the survey reports and recommendations from experts ♦ 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 6.2 Handle claims for air cargo liability insurance ♦ 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 analyse the accident as deemed necessary and making proper defences against the claimant ♦ 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 minimise the faults and losses of the company

	♦ Apply international conventions effectively to protect the interests of the company ♦ 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 ♦ 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 6.3 Professionalism in handling claims for air cargo liability insurance ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOAFIL403A to LOAFLC403B.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Perform risk assessment of the transport process and compile reports
2. Code	LOCULC501B
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	<u>Performance Requirements</u> 6.1 Possess the knowledge on risk assessment in workflow ♦ 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 key performance indicators required in sea freight, air freight and courier operation ♦ Understand the key performance indicators in transportation operation required by customers ♦ Understand the potential risks and hazards during operation according to instructions, on-site observation and survey reports, including: • Manual handling operation • Mechanical handling operation • Working in confined spaces, etc. 6.2 Perform risk assessment ♦ 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 DG ♦ Compile risk assessment reports for transportation work process, including: • Classification of work activities • Identification of risks • Calculation and assessment of risks • Estimation of staff affected • Propose methods to reduce or eliminate risks • Conclusions and recommendations ♦ Establish the key performance indicators and comply with the requirement ♦ Report the result from the key performance indicators reports to the company for action taken

	6.3 Review ♦ Obtain the updated information and analyse to identify internal and external potential risk and damage ♦ Assess the effect of all kinds of risk management tools ♦ Provide effective risk management proposal
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to apply basic approaches to perform risk assessment for work process and environment effectively and to compile reports; (ii) Capable to provide effective risk management proposal; (iii) Capable to establish the key performance indicators and measurement management mechanism
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL501A and LOCULC501A

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Assess the total loss and calculate the claim amount
2. Code	LOCULC502B
3. Range	This unit of competency is applicable to sea freight, air freight, and courier and express operators. Practitioners should be capable to assess the total loss and calculate the claim amount by means of analysis subsequent to the accident.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of insurance terms, professionals' survey reports and international conventions ♦ 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 courier 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 relevant clauses of international conventions on the calculation of claim amount 6.2 Assess the total loss and calculate the claim amount ♦ 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, may include relevant fees in the assessment of total loss 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 loss and calculating the claim amount so as to handle the relationship with customers and the compensation properly.

Unit of Competency – Insurance, Legal Matters and Compliance

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply insurance terms, reports from professionals, international conventions, examine the affreightment contract details of the company and its customer, to assess the total lost amount and calculate the claim amount accurately subsequent to the accident.
8. Remarks	This UoC is adopted from the logistics UoCs LOCUIL502A and LOCULC502A

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Apply knowledge of business laws to prepare contracts
2. Code	LOCULC503B
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	<u>Performance Requirements</u> 6.1 Possess the knowledge of business laws ♦ Possess relevant legal knowledge, including the legal system in Hong Kong and its origin, contract law, tort law, forms of business organisations, intellectual property law, agency law, sales of goods and services law ♦ Understand the Chinese law, including: business law, intellectual property law, and arbitration ♦ Understand the characteristics and operation procedure of the industry and the cooperative relationship with the customers 6.2 Prepare contracts ♦ 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 ♦ Analyse 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 6.3 Professionalism in contract preparation ♦ Understand the business laws and apply relevant knowledge to prepare contracts ♦ Prepare the contract discreetly ♦ Avoid conflict of interests

Unit of Competency – Insurance, Legal Matters and Compliance

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply the knowledge of business laws to prepare contracts so as to protect the interests of the company.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL506A and LOCULC503A.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Arrange for insurance by tender
2. Code	LOCULC506B
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	Performance Requirements 6.1 Understand the risks during operation and insurance terms ♦ 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 ♦ 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 ♦ 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 analyse 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 6..3 Professionalism in arranging for insurance by tender ♦ 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	The integrated outcome requirements of this unit of competency is: (i) Capable to arrange for insurance by tender and to decide on the successful tender in the interests of the company.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOCUIL503A to LOCULC506B.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Arrange for employee compensation insurance contract
2. Code	LOCULC507B
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	Performance Requirements 6.1 Understand operating risks and the basic principles of insurance law and insurance terms ♦ Understand the operation of the company and its utilisation 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 ♦ 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 ♦ Consult different departments and analyse 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 ♦ Fight for the most appropriate terms when negotiating quotations with insurance companies or intermediaries ♦ Verify the insurance documents issued by insurance companies or intermediaries 6.3 Professionalism in arranging for insurance contacts ♦ 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	The integrated outcome requirement of this unit of competency are: (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 (ii) Capable to select appropriate insurance companies or intermediaries to handle insurance matters according to company's requirements and different factors of consideration.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOCUIL507A to LOCULC507B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Arrange for public liability insurance contract
2. Code	LOCULC508B
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	Performance Requirements 6.1 Understand operating risks and the basic principles of insurance law and insurance terms ♦ 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 ♦ 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 ♦ 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 ♦ Analyse 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 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 6.3 Professionalism in arranging for insurance contracts ♦ 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	The integrated outcome requirement of this unit of competency are: (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 (ii) Capable to select appropriate insurance companies or intermediaries to handle insurance matters according to company's requirements and different factors of consideration
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOCUIL508A to LOCULC508B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Arrange for transport operator's liability insurance contracts
2. Code	LOCULC509B
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	<u>Performance Requirements</u> 6.1 Understand operating risks and the basic principles of insurance law and insurance terms ♦ 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 ♦ Understand the terms of multimodal insurance, including cargo liabilities, third party liabilities, errors and omissions, fines and duties, costs and expenses, etc. ♦ Understand the current situation and trend of multimodal insurance market 6.2 Arrange for transport operator's liability insurance contracts ♦ 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

	♦ 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 ♦ Analyse 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 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 6.3 Professionalism in arranging for insurance contracts ♦ Handle cautious manner to protect the interests of the company ♦ Avoid conflicts of interest ♦ Make appropriate insurance decision to protect the company's interest
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (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 (ii) Capable to select appropriate insurance companies or intermediaries to handle logistics and transport service providers' insurance responsibilities obligation matters according to company's requirements and different factors of consideration
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL509A and LOSALC502A.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Apply Alternate Dispute Resolution (ADR) to handle disputes
2. Code	LOCULC510B
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	Performance Requirements
	6.1 Differences between ADR and litigation, and the application criteria ♦ 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 organisations which apply ADR to handle disputes, and their services 6.2 Apply ADR to handle disputes in logistics industry ♦ 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 organisations which apply ADR to handle disputes for support
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply ADR to handle business disputes effectively when litigation is not the best option.
8. Remarks	The functional area “Insurance and Legal Matters” was revised as “Insurance, Legal Matters and Compliance”. This UoC code was changed from LOCUIL504A to LOCULC510B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Use arbitration to handle disputes
2. Code	LOCULC511B
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	<u>Performance Requirements</u> 6.1 Differences between arbitration and litigation, and the application criteria ♦ 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 6.2 Use arbitration to handle disputes in logistics industry ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to use arbitration to handle business disputes effectively when litigation is not the best option.
8. Remarks	The functional area “Insurance and Legal Matters” was revised as “Insurance, Legal Matters and Compliance”. This UoC code was changed from LOCUIL505A to LOCULC511B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Arrange for aviation insurance contracts
2. Code	LOAFLC501B
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	Performance Requirements 6.1 Understand basic principles of insurance law and aviation insurance terms ♦ 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 6.2 Arrange for aviation insurance contracts ♦ 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

	6.3 Professionalism in handling aircraft insurance contracts ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOAFIL501A to LOAFLC501B.

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Arrange for air cargo insurance contract
2. Code	LOAFLC502B
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	Performance Requirements 6.1 Understand operating risks and the basic principles of insurance law and insurance terms ♦ 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 ♦ Understand the current situation and trend of the air freight insurance market 6.2 Arrange for air cargo insurance contracts ♦ Consult different departments and analyse past claims records so as to understand the risks for cargoes transported by air ♦ 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 ♦ 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

	♦ 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 ♦ Fight for the most appropriate insurance terms for the enterprise 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 6.3 Professionalism in arranging for insurance contracts ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOAFIL502A to LOAFLC502B.

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Arrange for air cargo liabilities insurance contract
2. Code	LOAFLC503B
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	Performance Requirements 6.1 Understand operating risks and the basic principles of insurance law and insurance terms ♦ 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 ♦ 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 6.2 Arrange for air cargo liabilities insurance contracts ♦ 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 ♦ Analyse 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 ♦ Verify the insurance documents issued by insurance companies or intermediaries ♦ Handle the premium with other departments of the company 6.3 Professionalism in arranging for air cargo liabilities insurance contracts ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	The functional area "Insurance and Legal Matters" was revised as "Insurance, Legal Matters and Compliance". This UoC code was changed from LOAFIL503A to LOAFLC503B

Unit of Competency – Insurance, Legal Matters and Compliance

1. Title	Formulate risk management plans
2. Code	LOCULC601B
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	Performance Requirements 6.1 Possess the knowledge of risk management ♦ Master the definitions of risk management, including: • Importance of risk management • Risk management theory: • Avoid risks • Prevent loss • Minimise loss • Transfer risks • Retain risks ♦ Master contemporary risk management modes, including: • Current development of risk management • Way of handling crisis • Post-crisis risk management strategies ♦ Master the assessment of risks, including: • Importance of the degree of loss • Risk measurement ♦ Master the way to control risks, including: • Importance of risk control • Risk pre-assessment • Pre-incident risk control and post-incident financial compensation 6.2 Formulate risk management plans ♦ 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, analysing risk management tools and reviewing the mechanism

	♦ Analyse 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 6.3 Review risk management plan ♦ Define key performance indicators to assess risk management plan ♦ Obtain information to assess the effectiveness of risk management plan ♦ Analyse the situation to define internal and external cause that affect the performance ♦ Provide effective proposal and adjust key performance indicators and/or risk management plan
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply the knowledge of risk management to analyse rationally the operation of the sea freight, air freight and express industries, and to assess the influence of risks on operation of the company to establish a effective risk management solution; (ii) Capable to formulate effective risk management plans which can have full coverage of OSH and environmental protection issues, etc; and (iii) Capable to review risk management plan
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUIL601A and LOCULC601A.

Unit of Competency – Smart Logistics

1. Title	Apply all kinds of computerised freight document templates
2. Code	LOCUEL101B
3. Range	This unit of competency is applicable to all logistics related companies. Practitioners should be capable to handle all kinds of computerised 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	Performance Requirements 6.1 Possess basic knowledge of computerised document templates relevant to logistics operation ♦ Understand the types of computerised document templates as required for daily logistics operation of the company ♦ Understand the information required for the completion of relevant computerised documents ♦ Understand the workflow of handling computerised document templates ♦ Understand the basic operation of the software used by the company to handle relevant computerised document templates 6.2 Handle computerised document templates used in daily logistics operation ♦ Apply relevant document templates to prepare computerised documents as required for individual logistics procedures according to the company's requirements ♦ Handle and save relevant computerised documents or circulate to other relevant units according to the workflow of daily logistics operation ♦ 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	The integrated outcome requirement of this unit of competency is： (i) Capable to handle computerised document templates used in daily logistics operation according to the company's requirements and workflow of handling different computerised documents.
8. Remarks	

Unit of Competency – Smart Logistics

1. Title	Implement e-logistics website maintenance
2. Code	LOCUEL201B
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	Performance Requirements 6.1 Possess basic knowledge and common technology relevant to e-logistics operation ♦ 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 • 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 ♦ Understand e-logistics solution to each stakeholders and its potential and development ♦ Understand different methods for collection of personal data, data backup and payment 6.2 Implement maintenance for logistics website operation ♦ 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 • Conduct user satisfaction survey • Test the stability and security level of the website • Conduct trial test for the website ♦ Provide new and advanced technologies suggestion to the company for the enhancement of e-logistics products, e.g. IoT, Big Data and Blockchain

	♦ Provide and suggest new and advanced methodology of access and acquire the e-logistics system with more user friendly and simplicity ♦ Enhance methodologies regularly to improve the efficiency and effectiveness automatically with new or enhanced functions, software or solutions, etc.
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Smart Logistics

1. Title	Handle electronic documents commonly used in the logistics industry
2. Code	LOCUEL202B
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	Performance Requirements 6.1 Possess 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: • 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 (survey) arrangement, insurance policy, etc.) • Invoice on local transaction and documents for payment (payment advice, payment receipt, etc.) ♦ Understand how to complete required and related data and the sources of data ♦ Understand the handling procedures of relevant electronic documents ♦ Understand the legal responsibilities of various types of electronic documents ♦ Know how to transfer electronic documents with airlines, recruitment agencies, contractors and other associations ♦ Understand the use of documents that need to be handled ♦ Know how to operate system/platform (系統/平台) of the company to handle relevant electronic documents (like : Trade Single Window) 6.2 Handle electronic documents commonly used in the logistics industry ♦ Create and change password regularly. ♦ 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 ♦ Establish a proper filing system according to the company policy ♦ Report to the company about the situation of violation to ensure the stability and security of the system
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL202A and LOCUEL211A

Unit of Competency – Smart Logistics

1. Title	Apply electronic devices on cargo identification
2. Code	LOCUEL203B
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	Performance Requirements 6.1 Possess basic knowledge of electronic identification technology on cargoes ♦ 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 most advanced logistics technologies not limited to cargo identification like big data, IoT, AI, Robotic, AGV, ASRA, etc. ♦ 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 contingency measures when failing to use electronic identification technology ♦ Understand system to convert collected data into messages, report and other automated system ♦ Understand the development and application on operation, safety and effectiveness of robotic logistics ♦ Understand related governing requirement of service providers and companies on system and equipment ♦ Understand the working procedures in workplaces and for handling cargoes ♦ Understand the importance of electronic identification of cargoes to logistics operation 6.2 Execute/Apply smart logistics technology ♦ Select smart logistics system application for operations include: • Warehouse (inbound, storage, sorting & picking, outbound, loading unloading) • Transportation • Distribution • Inventory Management

	• Material Handling • Packaging ♦ Define the need and requirement of system according to company's and customer's requirement ♦ Select appropriate electronic identification of cargo equipment ♦ 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 ♦ Inspect, calibrate and maintain the equipment regularly for their compliance and accuracy
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to use safely the equipment for electronic identification of cargoes; and (ii) Capable to read, input, record and transmit correctly the information displayed on the equipment.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL209A and LOCUEL213A

Unit of Competency – Smart Logistics

1. Title	Execute security work for electronic documents of the logistics industry
2. Code	LOCUEL204B
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	Performance Requirements 6.1 Possess basic knowledge of security for electronic documents ♦ 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 security system of the company ♦ Understand the necessity of information security ♦ Understand the electronic data security procedures of the company, for example, to assure whether: • 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 • Data encryption is needed • The electronic data or document are securely saved • The electronic data are securely exchanged or shared 6.2 Execute security work for electronic documents ♦ 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 authorised personnel

	♦ Ensure all the staff can comply with the application and usage of programs of electronic files/equipment ♦ Check and update regularly on the firewall and security system to ensure the most updated version used ♦ Execute emergency system protection, inspection and prevention while irregularity found ♦ Provide backup filing for the company to minimise risk ♦ Update regularly the password or security program ♦ Study regularly the update procedures for the security of electronic documents ♦ Proceed regular electronic security and contingency drills
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to assure the security and confidentiality of electronic documents and data when handling them.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL206A and LOCUEL212A

Unit of Competency – Smart Logistics

1. Title	Implement e-platform operation for the logistics industry
2. Code	LOCUEL205B
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	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of logistics e-platform ♦ 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 department, other organisations and countries 6.2 Use logistics e-platform in daily logistics operation ♦ Use e-platform to prepare, edit 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	The integrated outcome requirements of this unit of competency are: (i) Capable to elaborate the functions and operation mode of e-platform for the logistics industry; and (ii) Capable to explain to customers the use of e-platform for relevant logistics procedures.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL208A and LOCUEL214A

Unit of Competency – Smart Logistics

1. Title	Submit cargo manifests electronically
2. Code	LOCUEL207B
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	Performance Requirements 6.1 Possess basic knowledge of electronic cargo manifest ♦ Understand the functions and content of cargo manifest ♦ Understand the abbreviations and codes used for data input of cargo manifests and relevant documents, and guides to complete them ♦ Understand how to submit cargo manifest electronically ♦ Understand the computer software for handling relevant electronic documents ♦ 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 ♦ Know the abbreviations and requirement when filing the main information of the electronic manifest ♦ Understand the channels of cargo manifest operation ♦ Understand the legal responsibilities of using different kinds of electronic documents ♦ Understand the data compatibility of different operation system and its development 6.2 Execute the operational procedures for submitting cargo manifests electronically ♦ 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 department ♦ Verify and dispatch the cargo manifest to relevant organisations ♦ Handle outstanding manifest advice 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, manifest demand, outstanding manifest advice and receipt acknowledgements ♦ Receive update instructions regularly on how to complete and submit cargo manifests ♦ Participle in training on filling and submitting electronic manifests ♦ Establish data transfer with business partners with legal binding and requirement to support data reliability ♦ Develop different possibilities on the data transfer for different nature of customers' data ♦ Report to the company on the benefits on the establishment of electronic data interchange with major business partners
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Smart Logistics

1. Title	Check express waybill filled by customer
2. Code	LOAFEL201B
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	Performance Requirements 6.1 Possess basic knowledge of express delivery waybill ♦ 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 notice (DN) ♦ Understand types of prohibited and restricted articles or non-acceptable articles ♦ Know the definition of express package and parcel and reasons for export ♦ Know about the harmonized commodity code for the cargo 6.2 Check and verify express delivery waybill ♦ 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 ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to understand the meaning of all information filled in the express waybill and the process of handling express waybill; and (ii) Capable to point out obvious mistakes, unclear areas, inconsistencies and lack of information in the express waybill and documents attached.
8. Remarks	

Unit of Competency – Smart Logistics

1. Title	Check air freight shipper's letter of instruction
2. Code	LOAFEL202B
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	<u>Performance Requirements</u> 6.1 Possess basic knowledge of air freight shipper's letter of instructions ♦ Understand the form and function of shipper's letter of instructions ♦ Understand the characteristics of air cargo ♦ Understand every guideline for completing shipper's letter of instructions ♦ Know about the meaning of all information of the shipper's letter of instruction ♦ Know about the documents used in the air freight process ♦ Know about procedures for amendment of shipper's letter of instructions 6.2 Check air freight shipper's letter of instructions ♦ 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 ♦ Examine the consistency between the cargo and document information ♦ Check whether other documents such as the shipper's declaration for DG 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	The integrated outcome requirements of this unit of competency are: (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 (ii) Capable to point out obvious mistakes, unclear areas, inconsistencies and lack of information in the shipper's letter of instructions.
8. Remarks	

Unit of Competency – Smart Logistics

1. Title	Handle the issuance of the POD (proof of delivery)
2. Code	LOAFEL203B
3. Range	This unit of competency is applicable to express companies. Practitioners should be capable to handle the issuance of the proof of delivery to prove that the package has been delivered to the receiver.
4. Level	2
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of the POD ♦ Understand the function and form of the POD ♦ Understand the process and procedures for handling express delivery ♦ Understand the procedures for handling the POD ♦ Understand the functions of original and duplicate POD 6.2 Handle the POD ♦ Inform the receiver to collect package at designated place or deliver the package to the receiver at designated place as agreed ♦ Verify the identity of the receiver and the proof from his company ♦ Examine the consistency between the information of the proof and content of the parcel or package ♦ Prepare suitable proof of delivery for the receiver to sign or request his electronic signature upon collection of package ♦ Send message to the shipper after the delivery of package ♦ Input data of the proof of delivery for account settlement
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to complete the correct procedures for issuing POD when delivering parcel or package.
8. Remarks	

Unit of Competency – Smart Logistics

1. Title	Conduct Electronic Data Interchange (EDI) in the industry and with customers
2. Code	LOCUEL302B
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	<u>Performance Requirements</u> 6.1 Possess basic EDI knowledge ♦ Understand the daily logistics operation procedures between the company and internal and external 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 internal and external 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 internal and external relevant units ♦ Understand the legal responsibilities and risks of the e-logistics operation between the company and internal and external relevant parties ♦ Understand the common EDI standards, forms and technologies of the logistics industry, including: • 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 ♦ Understand the requirement of system security of the company and external markets ♦ Understand the global changes and new emerging technologies 6.2 Conduct EDI with relevant units ♦ Study the capabilities and usability of the data format of relevant units according to the company's goals ♦ Compare with both parties (sending and receiving) of each system specification and design treatment plan ♦ Identify potential risks in the e-logistics operation process, such as firewall functions and other security issues

	♦ 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 ♦ Proceed test data and reports according to company requirements ♦ 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 • 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 • 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. ♦ Plan the next stage of electronic message exchange to ensure continuous improvement of the progress in accordance with the needs and changes of operational and market needs ♦ Handle the security requirement and continuously enhance based on the existing environment to minimise the risk of the company ♦ Regular update procedure and KPI to reflect the new technologies changes. ♦ Prepare report to reflect the compliance of users and report irregularities to the company and action taken like re-training, re-set security level or block, etc.
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (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; and (ii) Capable to compile reports to reflect user compliance and report violations and actions taken to the company
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL302A and LOCUEL306A

Unit of Competency – Smart Logistics

1. Title	Design computerised freight reports
2. Code	LOCUEL303B
3. Range	This unit of competency is applicable to all logistics related companies. Practitioners should be capable to design different kinds of computerised freight reports as required for relevant logistics procedures to enhance efficiency of operation.
4. Level	3
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of computerised reports relevant to logistics operation ♦ Understand the functions of computerised reports (such as inventory report) as required for daily logistics operation of the company or units ♦ Understand the information required for the completion of relevant computerised reports ♦ Understand the interrelationship of different computerised reports with internal and external parties ♦ Understand the workflow of handling computerised reports and its relationship with relevant information systems of the company ♦ Understand the computerised reports and software used by the company, their functions and limitations ♦ The legal responsibilities of different computerised reports adopted by the parties involved in the logistics transaction ♦ Understand the compatibility of the company's current system with other common systems in the market and how to build linkage among them. ♦ Understand HKSAR's requirements and developments in data compatibility (for example: Tradelink, Oneport, Trade Single Window) 6.2 Design computerised document templates used in daily logistics operation ♦ Analyse the need and cost effectiveness of implementing computerised 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 computerised documents

	♦ Analyse 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 computerised documents ♦ Automate and eliminate duplicate design methods based on the results of key performance indicators
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is： (i) Capable to design the freight computer reports commonly used in various logistics operations, as well as the processing procedures of different computer reports according to the requirements of individual companies and corresponding units
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL303A and LOCUEL307A

Unit of Competency – Smart Logistics

1. Title	Implement e-commerce procedures for the logistics industry
2. Code	LOCUEL304B
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	Performance Requirements 6.1 Possess basic knowledge of e-commerce operation ♦ Understand different types of e-commerce, including: • Business-to-customer (B2C) e-commerce • Business-to-business (B2B) e-commerce • Customer-to-customer (C2C) e-commerce • Online-to-offline (O2O), Omni-Channel • Cross-Border e-Commerce • Other different new emerging e-commerce business models ♦ Understand the e-commerce relationship between the company and/or individual and relevant units ♦ Understand the related legal responsibilities and risks between the company and different units when conducting various e-commerce operations ♦ Understand which processes in the logistics operation of different types of company are suitable to adopt e-commerce procedures ♦ Understand e-commerce procedures of the company, including: • Customer online and security • Customer data processing • Search management • Content and product/service catalogue management • New product/function/sales notice management • Order management • Payment management • Cargo Tracking • Operation flow management • Special incident/ information notification, etc • Big Data, Internet of Things (IoT), Artificial Intelligence (AI), Blockchain technology, etc. ♦ Understand the information technology adopted in e-commerce operation conducted between the company and relevant units

	♦ Understand trade compliance and relevant regulatory requirement and restrictions ♦ Understand different service mode and types in order to offer high flexibilities service based on the customers requirement ♦ Understand the documentation requirement for different types of e-Commerce ♦ Understand the countries requirement of e-Commerce trade 6.2 Implement e-commerce procedures among relevant units in the logistics industry ♦ 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 has the authority to handle e-commerce operation ♦ Conduct electronic data/document interchange according to the operational instructions of e-commerce ♦ Maintain supplementary records of e-commerce operation ♦ Generate key performance indicators and reports to manage the performance of each transaction ♦ Provide big data information to the company in order to formulate future marketing plans ♦ Provide recommendation to the company through big data, IoT, AI, Blockchain technology, etc. ♦ Manage description, packing and cargo nature for their compliance with company's requirement and relevant regulatory requirement ♦ Monitor the status of shipments to ensure that it can be implemented according to the key performance indicators designed by the company and customer requirements ♦ Track the status of shipments and report irregularities to the company for solutions. Then inform the customer accordingly ♦ According to shipping conditions and market practices, electronic payment procedures are carried out in accordance with company policies
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to adopt suitable technologies to conduct e-commerce operation between the company and individual unit according to their e-commerce relationship.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL304A and LOCUEL308A

Unit of Competency – Smart Logistics

1. Title	Apply air freight service web platform
2. Code	LOAFEL301B
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	Performance Requirements 6.1 Possess basic knowledge of logistics web platform ♦ Understand the concept of web platform ♦ Understand the cargo workflow and operation of the company ♦ Understand the importance of web platform to the cargo workflow ♦ Understand the functions and working procedures of web platform ♦ Understand the security function and the level of access to document and information for web platform 6.2 Apply logistics web platform to the logistics operation ♦ 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 ♦ 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 organised by logistics web platform service providers ♦ Obtain the latest information from web platform service providers and master its impact on daily operation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 analyse 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	

Unit of Competency – Smart Logistics

1. Title	Design e-commerce procedures for the logistics industry
2. Code	LOCUEL401B
3. Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to optimise the workflow of e-commerce conducted among relevant enterprises or units in the industry.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Master basic knowledge of e-commerce operation conducted among relevant enterprises or units in the industry and the strengths and weaknesses of different technologies ♦ Possess the basic knowledge of e-commerce ♦ Understand Big Data and its development ♦ Understand Big Data, IoT, Artificial Intelligence and Blockchain, etc. and its development ♦ Know about the legal requirements and obligation when handling e-commerce transaction with external parties ♦ 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 trade compliance and relevant regulatory requirement and restrictions ♦ Understand and identify the strengths and weaknesses of popular e-commerce technologies in the logistics industry, including: • 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 • 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 ♦ Evaluate the pros and cons, costs, effectiveness and improvement of smart logistics

	♦ Analyse the risk and emergency plan for smart logistics ♦ Plan and enhance the operation procedures of supply chain ♦ Understand different service mode and types in order to offer high flexibilities service based on the customers' requirement ♦ Understand the documentation requirement for different types of e-Commerce ♦ Understand the countries requirement of e-Commerce trade 6.2 Analyse and formulate electronic data flow among relevant units ♦ 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 analyse 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 ♦ Establish KPI for improve service levels based on the current data ♦ Covert current data into company information to analyse sales/ operations and the effectiveness of other related departments ♦ Apply logistics technology for logistics, decision-making, data sharing, network planning, consumer forecast, inventory planning, intelligent data calculation and analysis, pattern recognition and decision-making assistance ♦ Apply logistics technology like automation equipment and smart equipment ♦ Analyse and ensure compliance of trade requirement about description, packing and cargo nature according to relevant regulatory requirement ♦ Analyse shipment status data and suggest KPI options to the company and customers ♦ Analyse and establish additional tracing the shipments status and report irregularities options to the company and customers. ♦ Analyse e-payment options and procedure and new technology application to meet with the new market development 6.3 Review e-commerce operating procedures ♦ Review e-commerce operation procedures to ensure the effectiveness of information flow ♦ Propose suggestions to improve the effectiveness and efficiency of data flow through new applications ♦ Establish and review factors affecting e-commerce traffic

Unit of Competency – Smart Logistics

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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 (ii) Capable to use e-commerce to expand the enterprise's market share and extend its logistics operation to other areas.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL401A and LOCUEL406A

Unit of Competency – Smart Logistics

1. Title	Design electronic document security system and procedures for the logistics industry
2. Code	LOCUEL402B
3. Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be able to design electronic document security systems and procedures in the logistics industry according to the needs of individual companies and the specific requirements of relevant business partners, and analyse and design electronic security tasks required for processing and exchanging electronic documents or daily operations
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to electronic document security technology ♦ Understand relevant legal responsibilities of various types of electronic document/data ♦ Understand the new development and trend of system ♦ Understand the system scope of the company ♦ Understand strengths and weaknesses of popular electronic document/data security technologies, including: • 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 • Updated development of security issues and emerging virus ♦ 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: • 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 the new development technologies with their pros and cons like Blockchain, etc ♦ Understand the electronic documents requirement among the e-Commerce transaction with legal obligation from each parties among the trade

	6.2 Design electronic document security system and procedures ♦ Ensure to meet the security requirement of the company ♦ 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 analyse 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 ♦ Preset the authority levels of internal and external employees according to the company's policy ♦ Carry out employee training and awareness of safety issues in accordance with company policies ♦ Develop emergency plans and back them up to deal with emergencies ♦ Provide the company with the latest potential risks for preventive settings ♦ Based on emerging viruses and attacks, establish new security rules and procedures through the application of new technologies ♦ Analyse the potential risks faced by the company and propose preventive measures and procedures ♦ Review regularly the current level of security on the global situation and technological changes 6.3 Review the e-document security system and procedures ♦ Review the e-document security procedures to ensure that the procedures meet with the security requirements ♦ Regularly review on the changing business environment and identify new security requirements ♦ Evaluate and adopt new security technologies to ensure the safety of security system
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to analyse 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 assess the risks and impacts of various electronic data assets on the overall business of the enterprise, and analyse the security needs of various electronic documents/data; and (iii) Capable to design the company's electronic document/data security procedures and electronic security system according to the security requirements of various electronic documents/data
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL402A and LOCUEL407A

Unit of Competency – Smart Logistics

1. Title	Formulate logistics information system upgrading demand
2. Code	LOCUEL403B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to logistics information system ♦ 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 ♦ 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 ♦ Be familiar with the logistics operation information system software ♦ Master the latest development of logistics operation information system 6.2 Formulate information system upgrading demand ♦ 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 analyse 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 ♦ Analyse 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 ♦ Develop own team to create new technologies tailor-made to the company's business model and its customers specification ♦ Coordinate with all operations and related departments to study and find the room for improvement from current systems ♦ Coordinate with sales on the market development and customers trend as input for external force to change ♦ Understand and participate externally for new sources and insight for development
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse 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	

Unit of Competency – Smart Logistics

1. Title	Design e-logistics website for the logistics industry
2. Code	LOCUEL404B
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 optimise the functions of the e-logistics website.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of e-logistics operation and relevant technologies ♦ 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 situation and trend of the use of website in the industry ♦ Understand Copyright and infringement of electronic platforms ♦ Understand the management principles for personal data collection and storage records ♦ Understand the needs of industries such as smart phone communication, android, and electronic payment ♦ Understand the strengths and weaknesses of the information technology commonly used by the logistics industry 6.2 Analyse and formulate demand for e-logistics website ♦ 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 analyse 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 ♦ Use website development and explore opportunities ♦ Use the website to promote image and culture 6.3 Design quality website ♦ Design high-quality web pages, attract more customers to use, increase the number of views, and increase efficiency ♦ Design high-quality web pages to make it easier for users to use web pages for more complex logistics operations ♦ Design high-quality websites, and promote sales activities and new products through big data analysis, preference setting tracking functions, etc. ♦ Design the website according to high-quality website evaluation standards
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to analyse 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.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL405A and LOCEUL410A

Unit of Competency – Smart Logistics

1. Title	Formulate strategies for the application of electronic cargo identification technologies
2. Code	LOCUEL501B
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	Performance Requirements 6.1 Possess the knowledge relevant to electronic cargo identification technologies ♦ Understand popular electronic cargo identification technologies in the logistics industry, including: • 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: • Data type and capacity stored in different labels or bar codes • Effective distance between the label or bar code and the reader • 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 ♦ Understand sources of new technology development and updates ♦ Understand the needs of the company and its customers to create its own technology ♦ Understand the future trend and development plan of key market players, market leaders, key subcontractors and customers in short-, mid- and long-term basis like A/I, big data, etc ♦ Understand the concern and demand from different stakeholders' viewpoint and their beneficiaries

	6.2 Formulate application strategies for electronic identification technology ♦ Able to analyse the needs of individual enterprises according to their logistics operation procedures and the degree of electronic operation ♦ Identify key areas in operation and develop electronic equipment requirements based on information ♦ Identify current and historical problems, electronic equipment can be used to eliminate them, such as late data entry, incorrect data entry ♦ Based on the advantages and disadvantages of different electronic identification technologies, analyse whether different electronic identification technologies are suitable for use by the company ♦ Develop cost-effective electronic identification technology application strategies ♦ Determine the level of information access and its capabilities, taking into account the complexity of multiple languages and usage ♦ Analyse the sources of new technology information and develop integration possibilities ♦ Analyse current data source opportunities and integration options for internal and external connections, reuse and reporting ♦ Use the company's existing settings to analyse external technology integration sources ♦ Analyse and develop our own R&D team for long-term technology development and invention 6.3 Evaluate the application strategy of electronic identification technology ♦ Establish key performance indicators and measures to assess output ♦ Analyse the benefits of different cargo electronic identification technology application strategies ♦ Suggest adjustments to ensure an effective strategy
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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; and (ii) Capable to assess the effectiveness and efficiency of different electronic cargo identification technologies utilisation strategies
8. Remarks	This UoC is adopted from the Logistics UoCs LOCEUL501A and LOCUEL502A

Unit of Competency – Smart Logistics

1. Title	Formulate the electronic data flow for relevant parties of the logistics industry
2. Code	LOCUEL504B
3. Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to optimise the electronic data flow in cargo transport operation among relevant units.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of data flow in cargo transport operation and the strengths and weaknesses of electronic document interchange technology ♦ Understand the document/data flow in cargo transport operation among relevant parties, including following types of documents: • 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 specifications of the company's system and its compatibility and access levels with different systems commonly used on the market ♦ Understand the choice of company system and common language for use with different systems commonly used in the market ♦ Understand the legal responsibilities and risks of various types of electronic documents and technologies ♦ Understand strengths and weaknesses of standards, formats and technologies of electronic document/data interchange commonly used in the logistics industry, including: • Electronic Data Interchange (EDI) • Extensible Markup Language (XML) • Digital Trade and Transportation Network (DTTN)

	6.2 Formulate electronic data flow among relevant units ♦ 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 analyse 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 ♦ Promote a one-stop system to improve overall efficiency and avoid duplication of work across departments ♦ Use a database and data/information pool to improve dates to achieve data consistency ♦ Analyse alternative solutions for data exchange with different public transportation systems ♦ Establish multiple solutions and options for different types of data and the nature/size of the company ♦ Set up an appropriate protection system and plan to minimise the risk from opening to multiple destinations 6.3 Review the effectiveness of data flow ♦ Review the effectiveness of data flow ♦ Establish key performance indicators to measure results ♦ Identify factors that can affect the effectiveness of data flow between related units ♦ Establish a quick repair system and long-term development to correct this situation ♦ Put forward suggestions to improve the effectiveness and efficiency of data flow between related units ♦ Set up and regularly review regularly to ensure the consistency and efficiency of the data
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to analyse 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; and (ii) Capable to review the effectiveness of the data stream based on key performance indicators and make suggestions for improvement
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUEL404A and LOCUEL409A. The QF level is adjusted from level 4 to level 5

Unit of Competency – Smart Logistics

1. Title	Establish air freight-based fourth-party logistics (4PL) network (Industrial development and demand)
2. Code	LOAFEL501B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of 4PL ♦ Understand the concepts and functions of 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 ♦ Master the development of information technology and E-commerce ♦ Can evaluate the feasibility of different options ♦ The network platform serves as a competitive tool, retains and increases customer functions, etc. 6.2 Establish 4PL service platform ♦ Evaluate the compatibility of different solutions for business partners, customers and future customers using software, information transfer models, reports and document formats ♦ Establish a working group to promote members' logistics needs and communication ♦ Establish a continuous feedback mechanism for all stakeholders to collect the latest market changes in demand ♦ Evaluate the compatibility of different solutions to the software, information transfer mode, reports and document formats used by business partners, customers and future customers ♦ Establish a working group to promote communication among members on logistics needs and technical support ♦ Establish channels to communicate customer needs with network design engineers

	♦ Implement and supervise the plan to establish a logistics network platform in accordance with the requirements set by the development strategy ♦ Establish a continuous feedback mechanism for all stakeholders to collect the latest needs and market changes ♦ Establish key performance indicators based on the needs of the company and customers, and formulate new key performance indicators recommendations to relevant stakeholders ♦ Develop automation to improve the efficiency of fourth-party logistics affairs ♦ Develop data integration to achieve visibility and transparency of transactions and status
7. Assessment Criteria	The integrated outcome requirements of this unit of competency is: (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.
8. Remarks	This UoC splits from the Logistics UoC LOAFEL501A

Unit of Competency – Smart Logistics

1. Title	Establish air freight-based fourth-party logistics (4PL) network (Information technology)
2. Code	LOAFEL502B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of 4PL ♦ Understand the concepts and functions of 4PL ♦ Master the needs of the trade, business partners, monitoring authorities and customers ♦ Understand hardware's requirement and application for 4PL industry software requirement ♦ Understand IT requirement of other stakeholders among the transaction for further system enhancement and integration ♦ Understand the needs of business partners, customers, regulatory departments and potential customers regarding E-commerce and E-logistics operation ♦ Master the development of information technology and E-commerce ♦ Understand how to assess the feasibility of different options ♦ Understand the pros and cons of different schemes of network platforms ♦ Understand the software, hardware, contact method, security, technology and management mode required by 4PL network 6.2 Establish 4PL service platform ♦ Establish a working group to promote communication among stakeholders on logistics needs ♦ Establish channels to communicate customer needs with network design engineers ♦ Implement and supervise the plan to establish a logistics network platform in accordance with the requirements set by the development strategy

Unit of Competency – Smart Logistics

7. Assessment Criteria	The integrated outcome requirements of this unit of competency is: (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.
8. Remarks	This UoC splits from the Logistics UoC LOAFEL501A

Unit of Competency – Smart Logistics

1. Title	Establish air freight-based fourth-party logistics (4PL) network (Integrated the need of the industry and technology development)
2. Code	LOAFEL503B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of 4PL ♦ Master the development of information technology and E-commerce ♦ Master the Standards and procedures for regulatory agencies to operate in air cargo operations ♦ Understand KPI requirements for fourth-party logistics services, integrated with current or new technologies ♦ Understand the sources of market updates and new technology development that may or directly benefit the integration of fourth-party logistics services 6.2 Establish 4PL service platform ♦ Recommend to establish different solutions for 4PL network platform to meet the development needs of the industry ♦ Establish a working group to promote communication between industry stakeholders on logistics needs and technical experts ♦ Establish channels to communicate customer needs with network design engineers ♦ Implement and supervise the plan to establish a logistics network platform in accordance with the requirements set by the development strategy ♦ Develop new key performance indicator recommendations to related industries based on the latest developments in the industry ♦ Develop automation to improve fourth-party logistics business processes ♦ Develop data integration to implement process visibility and transparency

Unit of Competency – Smart Logistics

7. Assessment Criteria	The integrated outcome requirements of this unit of competency is: (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.
8. Remarks	This UoC splits from the Logistics UoC LOAFEL501A

Unit of Competency – Smart Logistics

1. Title	Evaluate the feasibility of the information flow of the air freight process
2. Code	LOAFEL504B
3. Range	This unit of competency is applicable to air freight enterprises. Practitioners should be capable to formulate an operation plan when monitoring logistics operation, and master the relevant information effectively to comply with the company's operation strategy.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to the control of information flow in the air freight industry ♦ 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 company during the process to release, receive, exchange, store and transform information ♦ Understand the operations conducted by organisations and customers outside the enterprise during the process to release, receive, exchange, store and transform information ♦ 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 cost effectiveness of different methods to convey operational information ♦ Understand the concept of information in management 6.2 Formulate information flow of air freight process ♦ Assess the feasibility of informative control system of all procedures. ♦ Communicate with internal departments or the contractor and set up working groups for technical support ♦ Assess information of all procedures on their importance of air freight operation control and prioritise them to formulate in sequence for arrangement ♦ Assess the cost effectiveness of informative control of all procedures

	♦ Establish project plan to implement informative control in air freight process ♦ Assess the cost effectiveness of informative control of all procedures ♦ Formulate standard procedures for the electronic processing of information in all operations ♦ Establish implementation plans to enforce the informative control of air freight operation ♦ Design appropriate training for the company ♦ Provide appropriate publications and workshops to customers and relevant organisations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to analyse the operations procedure of air freight related enterprises and master the receipt and delivery of information on each sector and procedure; and (ii) Capable to establish IT system to receive, release and handle information effectively, and to streamline the process for doing so.
8. Remarks	This UoC is spilt from the Logistics UoC LOAFEL502A

Unit of Competency – Smart Logistics

1. Title	Formulate informative control plan for air freight process
2. Code	LOAFEL505B
3. Range	This unit of competency is applicable to enterprises related to air freight. Practitioners should be capable to apply modern information data systems to manage logistics operations flow, in the meantime, to allow the management staff to formulate control system to master relevant information effectively to cope with the operations strategies of the company.
4. Level	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to the informative control plan in the air freight industry ♦ 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 organisations and customers outside the enterprise during the process to release, receive, exchange, store and transform information ♦ 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 ♦ Understand the concept of security for basic electronic information system ♦ Understand the cost effectiveness of different methods to convey operational information ♦ Master the concept of information control in management 6.2 Formulate informative control plan for air freight operation ♦ Consolidate information conveyed in the air freight operation of the enterprise into a flow chart ♦ Communicate with electronic engineers of the company or the contractor and set up working groups for technical support ♦ Standardise the operational procedures for using IT on information flows at all stages

Unit of Competency – Smart Logistics

	♦ Compile proposal on implementation of operation control plan on information flows in the air freight operation ♦ Design training suitable for staff of the enterprise ♦ Provide suitable information and workshop training to customers and related organisations
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (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	This UoC is split from the Logistics UoC LOCUEL502A

Unit of Competency – Smart Logistics

1. Title	Formulate air freight-based strategies for fourth-party logistics (4PL)
2. Code	LOAFEL601B
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	Performance Requirements 6.1 Possess the knowledge of 4PL ♦ 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 ♦ Understand the cost structure and selling strategies of 4PL service ♦ Understand how to reduce cost and consolidate resources of 4PL service ♦ Understand the benefits and other tangible and intangible saving for the customers of 4PL service ♦ Understand the additional management tools including in the company's 4PL service package against the market competition ♦ Understand the pros and cons for outsourcing of IT facilities and development against ownership by the company 6.2 Formulate strategies for 4PL ♦ Assess the feasibility of a 4PL network platform • 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 industrie

	♦ 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 ♦ Analyse the possibility of introducing participating partners ♦ Compile a proposal to explain strategies for 4PL development ♦ Develop new workflow and technologies to enhance efficient and cost like lean application, robotics logistics ♦ Data and system integration options among all stakeholders to maximise data integration and error free from sharing one data base ♦ Develop automations in 4PL transaction with KPI management to ensure compliance and close monitoring of performance
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 analyse the feasibility of establishing a 4PL platform.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Handle bulk cargoes manually
2. Code	LOCUSH106B
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	Performance Requirements 6.1 Possess basic knowledge of manual handling safety ♦ 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 • 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 6.2 Handle bulk cargoes manually ♦ 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 ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to handle bulk cargoes manually or with the use of ancillary machinery or tools in a correct and safe way.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement safety procedures for manual handling operation
2. Code	LOCUSH201B
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	Performance Requirements 6.1 Possess the knowledge of manual handling operation ♦ Know about manual handling operation and understand the correct postures and way of manual lifting and handling ♦ Understand the effects of incorrect lifting and handling • The effects on the waist, the back and the body • Impact on the mental health • 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 ♦ Understand the guidelines for manual handling operation ♦ Understand the relationship between manual operation and suitable rest 6.2 Application of safe manual handling operation ♦ Understand the postures and actions of manual handling operation, such as the strength and repetitiveness ♦ When lifting heavy objects: • 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

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to understand the importance of applying manual handling method, inspect cargoes correctly and select suitable tools and equipment; and (ii) Capable to apply the correct way of evaluating manual handling operation and operational risks so as to avoid bodily injuries.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement preventive measures on occupational safety and health of the logistics industry
2. Code	LOCUSH202B
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	Performance Requirements 6.1 Possess basic knowledge of occupational safety and health of the logistics industry ♦ 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: • 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: • Work at height • DG handling • Noisy environment • Biohazard • High humidity and temperature

	6.2 Implement preventive measures on occupational safety and health ♦ 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 authorisation ♦ Timely report to superiors if the risk is found too high ♦ Report to superiors and other staff on hazardous conditions
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement safety operation in confined spaces
2. Code	LOCUSH203B
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	Performance Requirements 6.1 Possess basic knowledge of safety operation in confined spaces ♦ 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 6.2 Implement safety operation in confined spaces ♦ 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	The integrated outcome requirement of this unit of competency is: (i) Capable to master the risks of working and implement safety operation in respective confined spaces of the logistics industry.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Apply safety procedures for fork-lift truck operation
2. Code	LOCUSH204B
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	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of fork-lift truck operation ♦ 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. 6.2 Operate fork-lift truck safely to handle cargoes ♦ 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 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

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement code of practice for loading of vehicles
2. Code	LOCUSH205B
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	Performance Requirements 6.1 Possess basic knowledge of trucking ♦ 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 6.2 Implement Code of Practice for Loading of Vehicles ♦ 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 ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement code of safety for stacking cargoes
2. Code	LOCUSH206B
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	Performance Requirements 6.1 Possess basic knowledge of stacking cargoes ♦ Understand stacking requirements for different types of cargoes (e.g. DG) ♦ 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. 6.2 Implement code of safety for stacking cargoes ♦ 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 ♦ DG 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

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to strictly follow the code of safety for stacking different types of cargoes under different circumstances to ensure safe operation.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement code of safety for cargo loading/unloading with vehicles
2. Code	LOCUSH207B
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	Performance Requirements 6.1 Possess basic knowledge of cargo loading / unloading with vehicles ♦ Understand the arrangement at the loading / in-loading 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 / in-loading of different types of cargoes ♦ Understand potential risks of cargo loading/unloading 6.2 Implement code of safety for cargo loading/unloading with vehicles ♦ 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 ♦ 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	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement vehicle transport and traffic safety in cargo yard
2. Code	LOCUSH208B
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	Performance Requirements 6.1 Possess basic knowledge of vehicle transport and traffic safety in workplace ♦ 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 6.2 Implement vehicle transport and traffic safety in the workplace ♦ 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 ♦ 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	The integrated outcome requirements of this unit of competency are: (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 (ii) Make traffic arrangements or perform traffic control with regard to the traffic conditions according to superiors' instructions.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Handle general industrial accidents
2. Code	LOCUSH302B
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	Performance Requirements 6.1 Industrial accidents commonly seen in the logistics industry ♦ 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. 6.2 Handle general industrial accidents ♦ 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 • 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

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 (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.
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Occupational Safety and Health

1. Title	Implement management system for occupational safety and health in the logistics industry
2. Code	LOCUSH303B
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	6 （for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of occupational safety and health management system ♦ 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 potential occupational safety and health risks in a logistics workplace with recovery plan ♦ 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 6.2 Implement management system for occupational safety and health ♦ 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 to the staff ♦ 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: • 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 ♦ Apply basic knowledge of occupational safety and health to conduct occupational safety and health management duties so as to reduce accidents, including: • 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 ♦ Organising relevant group meetings
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Unit of Competency – Occupational Safety and Health

1. Title	Implement transport safety for DG (dangerous goods)
2. Code	LOCUSH304B
3. Range	This unit of competency is applicable to all logistics companies involving in DG delivery. Practitioners should be capable to assure the storage safety of DG when implementing storage management of DG.
4. Level	3
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of transport safety for DG ♦ Understand the classification and characteristics of DG ♦ Understand internationally recognised signs, labels and markings for all kinds of DG ♦ Understand procedures for transporting all kinds of DG ♦ Understand relevant documents and legal requirements for transporting all kinds of DG ♦ Understand the contingency plan and measures for transporting DG if an accident happens ♦ Understand factors of consideration for DG transport, including transportation time, geographical environment, onshore support, etc. ♦ Understand safety measures, facilities and handling procedures for accidents related to DG transport ♦ Understand the training in DG transport and the qualifications and licenses required 6.2 Implement transport safety for DG ♦ Select modes of transport carrier type, routing and personnel according to the international maritime DG code ♦ Decide whether particular types of DG 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 DG or their containers in their storage location, e.g. radioactive material warehouse ♦ Handle documents of DG and record the transport and storage of DG ♦ Follow the code of safety for DG transport location, such as the no-smoking rule ♦ Report to superiors and take relevant contingency measures when an accident happens

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to strictly follow the procedures and code of practice for DG transport and storage to assure the transport and storage safety of DG; and (ii) Capable to implement relevant contingency plan/measures when an accident happens.
8. Remarks	This UoC is spilt from the Logistics UoC LOCUSH305A.

Unit of Competency – Occupational Safety and Health

1. Title	Implement storage management safety measures for DG (Dangerous Goods)
2. Code	LOCUSH305B
3. Range	This unit of competency is applicable to all logistics companies involving in DG delivery. Practitioners should be capable to assure the storage safety of DG when implementing storage management of DG.
4. Level	3
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of storage management safety measures of DG ♦ Understand the classification and characteristics of DG ♦ Understand internationally recognised signs, labels and markings for all kinds of DG ♦ Understand procedures storing all kinds of DG ♦ Understand relevant documents and legal requirements for storing all kinds of DG ♦ Understand the contingency plan and measures for storing DG if an accident happens ♦ Understand factors of consideration for DG storage, including transportation time, geographical environment, onshore support, etc. ♦ Understand safety measures, facilities and handling procedures for accidents related to DG storage ♦ Understand the training in DG storage, and the qualifications and licenses required 6.2 Implement storage management safety measures of DG ♦ Select modes of transport carrier type, routing and personnel according to the international maritime DG code ♦ Decide whether particular types of DG 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 DG or their containers in their storage location, e.g. radioactive material warehouse ♦ Handle documents of DG and record the transport and storage of DG ♦ Follow the code of safety for DG transport and storage location, such as the no-smoking rule ♦ Report to superiors and take relevant contingency measures when an accident happens

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to strictly follow the procedures and code of practice for DG transport and storage to assure the transport and storage safety of DG; and (ii) Capable to implement relevant contingency plan/measures when an accident happens.
8. Remarks	This UoC is spilt from the Logistics UoC LOCUSH305A.

Unit of Competency – Occupational Safety and Health

1. Title	Act on requirements for the maintenance of logistics device and equipment
2. Code	LOCUSH306B
3. Range	This unit of competency is applicable to all asset-owing 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	Performance Requirements 6.1 Knowledge of maintenance of transport and logistic devices and equipment ♦ 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 6.2 Implement transport and logistics device and equipment maintenance plan ♦ According to the requirements of the device and equipment maintenance plan: • 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 • Formulate working procedures, format or forms of records • Supervise the repair and maintenance work ♦ Manage damaged and failed equipment • 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 ♦ Assist in collecting data related to the maintenance costs, frequency of damage and failure, impact on service quality, and staff members' ability, etc.

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Occupational Safety and Health

1. Title	Conduct occupational safety and health supervision for the logistics industry
2. Code	LOCUSH402B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Master the concepts and skills of occupational safety and health supervision ♦ Understand various logistics processes and procedures ♦ Understand the occupational safety and health responsibilities of staff of various levels ♦ Understand the concepts and skills of safety management in carrying out safety supervision, including: ♦ Work safety requirements for logistics workplaces in general ♦ Safety inspection ♦ Accident investigation ♦ Workplace cleanliness and hygiene ♦ Safety promotion ♦ Risk assessment ♦ Safety committee ♦ Knowledge of latest safety legislations 6.2 Implement occupational safety and health supervision ♦ 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
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Occupational Safety and Health

1. Title	Implement safety management in the workplace
2. Code	LOCUSH403B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge of safety management in the workplace ♦ Understand the concepts of safety management in the workplace ♦ 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 ♦ Understand the methods of safety management in the workplace, such as 5S and risk management 6.2 Implement safety management in the workplace ♦ 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 ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to arrange sufficient manpower, equipment and facilities, according to working guidelines formulated, for effective implementation of safety management in the workplace; and (ii) Capable to compile guidelines or procedures on daily safety management so that the staff could work effectively.
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Occupational Safety and Health

1. Title	Assess and implement logistics occupational safety and health management system
2. Code	LOCUSH404B
3. Range	This unit of competency is applicable to all kinds of logistics operators and courier and express companies. Practitioners are capable to assess and implement logistics occupational safety and health management system in a logistics company
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the basic knowledge of occupational safety and health system ♦ Understand the occupational safety and health management system of the company ♦ Understand the relevant issues and workplaces of logistics operations, and relevant occupational safety and health issues to be performed ♦ Understand the occupational safety and health system and its application on the logistics workplaces ♦ Recognise the potential occupational safety risks of logistics workplaces 6.2 Assess occupational safety and health management system ♦ Implement the company's occupational safety and health management system, which includes: ♦ Implement the goals of the management system ♦ Organise the management committee to conduct regular reviews ♦ Executive management system mechanism ♦ Implementation of regulatory mechanisms ♦ Provide feedback mechanisms ♦ Provide training on occupational health and safety management systems for new employees ♦ Support the work of safety committees and working groups
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to analyse occupational safety and health management system of logistics company; and (ii) Capable to assess and implement occupational safety and health management system in logistics company
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Occupational Safety and Health

1. Title	Enhance logistics occupational safety and health management system
2. Code	LOCUSH405B
3. Range	This unit of competency is applicable to all kinds of logistics operators and courier and express companies. Practitioners are capable to enhance logistics occupational safety and health management system during the implementation of occupational safety and health management system of the company
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess basic knowledge of occupational safety and health system ♦ Understand the occupational safety and health management system of the company ♦ Understand the relevant issues and workplaces of logistics operations, and relevant occupational safety and health issues to be performed ♦ Understand the occupational safety and health system and its application on the logistics workplaces ♦ Recognise the potential occupational safety risks of logistics workplaces 6.2 Enhance occupational safety and health management system ♦ Enhance the company's occupational safety and health management system, which includes: • Regularly review the mechanism and goals of the management system • Review and improve the supervision mechanism • Review feedback mechanism ♦ Provide training on occupational health and safety management systems for new employees ♦ Support the work of safety committees and working groups
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply the basic knowledge of occupational safety and health systems, enhance the management system of occupational safety and health with regularly review and enhancement
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Occupational Safety and Health

1. Title	Formulate management system for occupational safety and health in the logistics industry
2. Code	LOCUSH501B
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	Performance Requirements 6.1 Knowledge of occupational safety and health management ♦ 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: • Targets of the management system • Monitoring mechanism • Training methods • Contingency measures • Review measures 6.2 Formulate management system for occupational safety and health ♦ Formulate occupational safety and health management system according to the requirements of the Occupational Safety and Health Ordinance, including: • Devising suitable targets for the management system • Organising management committee and setting its terms of reference • Establishing operational procedures of the management system • Designing monitoring mechanism • Formulating training plans • Establishing workplace contingency measures • Formulating review measures 6.3 Professionalism for the formulation of occupational safety and health management system ♦ Formulate an occupational safety and health management system effectively according to the legal requirements and characteristics of the industry

Unit of Competency – Occupational Safety and Health

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (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.
8. Remarks	

Specification of Competency Standards for the Logistics Industry – Air Freight and Express

Unit of Competency – Occupational Safety and Health

1. Title	Assess staff's safety risks
2. Code	LOCUSH502B
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	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of occupational safety and health policy and management system ♦ 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 minimise occupational safety and health risks ♦ Understand the occupational safety and health pledge made by the enterprise and its safety policy ♦ 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 ♦ Implement occupational safety and health risk assessment procedures ♦ Analyse the extent of the occupational safety and health risks and their impact ♦ Analyse causes for occupational safety and health incidents happened ♦ According to accident investigation and audit findings to access the risk of processes, machinery protection and systems that do not meet safety and health standards ♦ Review the opinions and suggestions generated by the safety and health policy and management system Identify and confirm the project or system operation mode that needs improvement

Unit of Competency – Occupational Safety and Health

Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to review any non-compliance safety and health procedures, machinery protection and system and assess the staff's safety risk
8. Remarks	This UoC is split from Logistics UoC LOCUSH502A

Unit of Competency – Occupational Safety and Health

1. Title	Formulate improvement solution for occupational safety and health
2. Code	LOCUSH503B
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.
4. Level	5
5. Credit	9（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of occupational safety and health policy and management system ♦ 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 minimise occupational safety and health risks ♦ Understand the occupational safety and health pledge made by the enterprise and its safety policy ♦ 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 ♦ Formulate the content of the improvement plan, including: objectives, operation methods, training, implementation and monitoring ♦ Formulate the management system including the overall system, budget, effectiveness measurement and review, process and implementation timetable ♦ Identify and confirm the project or system operation mode that needs improvement ♦ Develop an overall management system improvement plan ♦ Use examples to develop safety and health management system improvement plans

	♦ Implement sufficient consultation and communication when formulating improvement plans ♦ During the process of formulating safety and health management improvement plans, consult with employees and related persons and establish good communication channels with them
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: (i) Capable to assess safety risks of staff and develop improvement solution; and (ii) Capable to consult staff and related personnel with sufficient coverage during the development process of safety and health improvement solution
8. Remarks	This UoC is adopted and split from Logistics UoC LOCUSH502A

Unit of Competency – Occupational Safety and Health

1. Title	Formulate safety code for logistics employees of various levels
2. Code	LOCUSH504B
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	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge of occupational safety and health ♦ 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: • 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: • Cargo stuffing crew • Cargo loading / unloading stowage crew • Signaller • Winch and crane operator • Forklift truck operator • Container truck driver 6.2 Formulate safety code for logistics employees of various levels ♦ Refer to guidelines or codes of occupational safety and health stipulated by international organisations or in the law ♦ Assess the dangers and accidents that may happen in logistics procedures and workplace ♦ Analyse relevant risk assessment reports ♦ Refer to relevant occupational safety and health guidelines and legislations, and formulate occupational safety and health guidelines, statuary 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	The integrated outcome requirements of this unit of competency are: (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	This UoC is adopted the Logistics UoC LOCUSH401A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Quality Management

1. Title	Handle issues on quality of transport and logistics services
2. Code	LOCUQM301B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand format and content emphasis of the quality assurance report for transport and logistics services ♦ Understand the concepts of quality management ♦ Understand the company's quality management scheme, including: • Quality management system, policy, compliance and targets • General duties of quality management committee • Quality management education and training • Other functions like management representative, auditors, department head, etc. ♦ Understand the means for measuring, assuring and recording the quality of transport and logistics services ♦ Understand the format and emphasis within the contents of the quality assurance report on transport and logistics services ♦ Master basic statistical and data processing techniques ♦ Master methods and tools for analysing service quality, such as array diagram, cause-effect diagram ♦ Master the application of management concepts to control service quality ♦ Understand procedures and methods for the execution of transport and logistics services ♦ Understand staff's rights and obligations, and their modes of communication in each process of transport and logistics services ♦ Understand channels and means used by customers to give their feedbacks 6.2 Handle all kinds of issues and problems concerning service quality ♦ Determine the goals and requirements of the quality management plan with key members of the company ♦ 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 ♦ Assist key members to analyse the report to determine corrective and

Unit of Competency – Quality Management

	preventive measures to be taken ♦ Compile quality assurance reports and analyse the causes of quality problems ♦ Determine whether the quality conditions need further action ♦ Recommend remedial measures to improve service quality ♦ According to new standard quality improvement procedures and requirements, revise quality management plan ♦ Execute internal and external quality management audits ♦ Establish key performance indicators based on company, customer requirements and other specific operational performance measurement standards ♦ Report and review the results of the company's compliance with key performance indicators
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	This UoC is adopted from the Logistics UoCs LOCUQM301A and LOCUQM306A.

Unit of Competency – Quality Management

1. Title	Implement environmental management procedures
2. Code	LOCUQM303B
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	Performance Requirements 6.1 Possess the knowledge of environmental management system and environmental validation ♦ Understand the concepts 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 ♦ Understand the new and upcoming policies in environment protection for the company to establish short, mid and long terms strategies and budget in this specific area ♦ Master the use of common environment monitoring instruments for the transport and logistics industry ♦ Master basic statistical and data processing techniques 6.2 Implement environmental management work and monitoring procedures ♦ 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 ♦ Participate conference organised by the relevant departments and associations to obtain updated policies and future development trend ♦ Develop internal mechanism to strengthen the awareness and compliance of the requirement in all levels of staff.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Quality Management

1. Title	Test and calibrate measuring equipment
2. Code	LOCUQM305B
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	Performance Requirements 6.1 Knowledge of management for transport and logistics service quality as well as for measuring equipment ♦ Understand the concepts 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 6.2 Test and calibrate measuring equipment ♦ 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 recognised methods and standards for testing and calibration • 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	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Quality Management

1. Title	Assess environmental impacts of working procedures
2. Code	LOCUCN401B
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	Performance Requirements 6.1 Possess the knowledge relevant to transport and logistics service project and environmental impact assessment ♦ 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 visual sensation, cultural heritage, etc. ♦ 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 ♦ Analyse 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 methods ♦ 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 ♦ Analysis the emission sources of pollution and their quantities, as well as its impact on environmental factors ♦ Assess the application of resources and assess its performance and consumption ♦ Explore feasible remedial measures, and assess or predict their residual effects and cumulative effects

Unit of Competency – Quality Management

	♦ 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 ♦ Design measuring methods for environmental performance and review their effectiveness
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to master the project proposal of transport and logistics services and analyse 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; and (iii) Capable to assist the project manager to implement recommendations according to the environmental impact assessment report and measure environmental performance.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUQM407A and LOCUEP402A.

Unit of Competency – Quality Management

1. Title	Conduct quality management audit
2. Code	LOCUQM401B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand audit the quality of transport and logistics services ♦ Understand the concepts of quality management ♦ Understand the objectives, purposes and values of various types of audit, including: • System Audit • Process Audit • Performance Audit • Compliance Audit • Regulatory Audit ♦ Understand the operation flow of transport and logistics services ♦ Understand the service and operation targets as formulated by the organisations 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 organisations 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 ♦ Understand assessment requirements for quality management ♦ Understand the key performance indicators required by the company, customers and other specific operation needs ♦ Apply methods and techniques for quality system audit, including: • 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

Unit of Competency – Quality Management

	6.2 Conduct quality management audit ♦ Plan and prepare quality management audit ♦ Compile workflow of logistics services and identify areas that needs audit ♦ Organise 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 ♦ Create a regular reporting system to identify problem areas ♦ Establish a feedback mechanism between employees at all levels to obtain all possible inputs to achieve the company's goals
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	

Unit of Competency – Quality Management

1. Title	Promote quality management culture to frontline staff
2. Code	LOCUQM402B
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	6（for reference only）
6. Competency	Performance Requirements 6.1 Master quality management concepts and promotion techniques ♦ Understand the concepts 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 organising cultural promotion and in communication ♦ Master the project management technique in the promotion of events 6.2 Promote and foster basic level quality management culture ♦ Analyse the composition, communication channels and cohesion of the frontline staff ♦ Promote basic level quality management culture, including: • 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 • Organise 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 ♦ Organise quality monitoring group discussion for different service areas and collect staff's suggestions on quality management improvement ♦ Analyse various recommendations on quality management improvement and report to the management through the communication mechanism
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to apply quality management concepts and promotion techniques to effectively promote frontline level quality management culture effectively and foster the whole unit's commitment on service quality;
8. Remarks	This UoC splits from the Logistics UoC LOCUQM402A

Unit of Competency – Quality Management

1. Title	Compile quality assurance procedures
2. Code	LOCUQM403B
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	6（for reference only）
6. Competency	<u>Performance Requirements</u> 6.1 Possess the knowledge of quality assurance ♦ Understand the concepts 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: • Procedures, resources, manpower and technology • Requirements of legislations, code of practice and international standards • Relationship between upstream and downstream processes 6.2 Compile quality assurance procedures ♦ Compile quality assurance procedures for specified processes of transport and logistics services, including: • 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	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Quality Management

1. Title	Handle the quality improvement suggestion of frontline staff
2. Code	LOCUQM405B
3. Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to handle different suggestions on the quality improvement for transport and logistics services.
4. Level	4
5. Credit	3（for reference only）
6. Competency	Performance Requirements 6.1 Master quality management concepts and promotion techniques ♦ Understand the concepts of quality management ♦ Understand the importance of enterprise culture to the implementation of total 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 techniques in organising cultural promotion and in communication ♦ Master the project management techniques in the promotion of events 6.2 Handle basic level of quality improvement suggestions ♦ Analyse the composition, communication channels and cohesion of the frontline staff ♦ Deal with the quality improvement suggestions of frontline staff ♦ In various service areas, hold quality supervision group discussion meetings to collect employee quality control improvement suggestions ♦ Analyse each quality control improvement proposal, and report to the company management according to the communication mechanism
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to handle effectively on the suggestions from frontline staff on quality improvement.
8. Remarks	This UoC is adopted and split from the Logistics UoC LOCUQM402A

Unit of Competency – Quality Management

1. Title	Enhance staff's awareness of environmental protection
2. Code	LOCUQM408B
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to analyse areas that have to be enhanced regarding staff's awareness of environmental management for transport and logistics services, to formulate relevant proposals and organise promotional events to enhance staff's awareness of environmental protection.
4. Level	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to awareness of environmental management and its promotion ♦ Understand the concepts 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 6.2 Plan to enhance staff's awareness of environmental protection and review the effectiveness ♦ 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 organise promotional events, such as training courses and seminars, etc. ♦ Handle recommendations from all parties on environmental protection ♦ Organise environmental monitoring group seminars to collect staff's opinions on environmental improvement

	♦ Analyse 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
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to apply suitable methods to effectively collect and analyse 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	

Unit of Competency – Quality Management

1. Title	Implement quality management training program
2. Code	LOCUQM409B
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	4
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Master the techniques for human resources management and training program management ♦ Understand the concepts of total quality management ♦ Understand the importance of human resources and manpower quality within its quality management system ♦ Possess the knowledge of the company's human resources policy in its quality management system ♦ Recognise competency specifications for the transport and logistics industry ♦ Understand the training and development needs of employees ♦ Understand the company's logistics operation ♦ Understand the requirements of monitoring organisations and the legal requirements for training of existing staff and new staff ♦ Master the management techniques required for implementing training courses and programs ♦ Promote the training culture and the concepts of continuous improvement, change and innovation ♦ Improve service quality and understand its importance to the company and all stakeholders 6.2 Implement training courses and programs ♦ 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 • 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 and improvement actions • Review the evaluation results and design the next training programs

	♦ Identify suitable organisations to offer relevant quality management courses and programs according to the human resources development plan of individual companies' quality management system • Assist in searching for suitable training organisations • Assist in identifying suitable courses or training programs • Communicate with training organisations • Assist in assessing suitable training organisations • Assist in department heads to evaluate the improvement comments ♦ Identify the training needs and targets • Assist in establishing the key performance indicator to measure the efficiency and effectiveness • Set the training needs, function, individual goals and objectives in order to achieve the company's goals • Assist department heads to evaluate the improvement comments ♦ Review the course effectiveness • Capable to make use of questionnaires to collect opinions from trainees on courses • Capable to assist department heads to monitor trainees' progress after training ♦ Establish file systems to systematically maintain suitable records for aspects on training, skills and experiences ♦ Submit training information and record to monitoring organisations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	This UoC is adopted from the Logistics UoCs LOCUOM306A and LOCUQM302A. The QF level is adjusted from level 3 to level 4.

Unit of Competency – Quality Management

1. Title	Formulate quality management system
2. Code	LOCUQM502B
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	Performance Requirements 6.1 Knowledge of total quality management relevant to transport and logistics services ♦ 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 organisations 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 organisations 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: • Benchmarking, competitors' analysis • Key Performance Indicators (KPIs) • Performance Pledge • Balanced Scorecard approaches • Analysis of deviations in performance • Master the concepts of setting up awards to promote excellent quality management ♦ Master techniques in statistics, data analysis, performance assessment and communication, etc. ♦ Fully master the elements of the quality management system, including: • Terms used in the industry and their definitions • Method of process management • "Plan-Do-Check-Act" Management Improvement 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 ♦ Ensure the relevant units in the company comply with quality management system operation ♦ Conduct management reviews and revise the quality management system regularly 6.2 Formulate quality management system ♦ Formulate targets for quality management ♦ Identify major procedures influencing the quality of transport and logistics services ♦ Measure performance of existing work flow ♦ Research into customers' expectations and competitors' service levels ♦ 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 ♦ Formulate quality management system ♦ 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
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Quality Management

1. Title	Formulate environmental management system
2. Code	LOCUQM503B
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	Performance Requirements 6.1 Possess the knowledge of environmental management relevant to transport and logistics services ♦ 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 flows 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. ♦ Identify technologies on environmental protection, including environmental monitoring instrumentation, emission mitigation techniques, resources regeneration, etc. ♦ Fully master the elements of environmental management system, including: • Terms used in the industry and their definitions • Identification of environmental factors • Methods of process management • “Plan-Do-Check-Act” Management Improvement 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

	6.2 Formulate environment control system ♦ 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, organise and establish suitable procedures to confirm procedures and improvement methods for environmental management ♦ Compile handbooks and proposals on environmental management ♦ 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	This integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Quality Management

1. Title	Formulate quality management policy
2. Code	LOCUQM504B
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	Performance Requirements 6.1 Knowledge of total quality management relevant to transport and logistics services ♦ Understand different policies of quality management and their development trends ♦ Understand the international standards, control system, unified operation and standardised 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. ♦ Master techniques such as the analysis of trend, the formulation of policies, the selection of strategies, the implementation and communication, etc. 6.2 Formulate quality management policy ♦ Establish communication and relationship network with the industry ♦ Formulate quality management policy ♦ 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

Unit of Competency – Quality Management

7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (i) Capable to establish a good communication and relationship networks; (ii) Capable to formulate a quality management policy that is recognised by the enterprise at large; and (iii) Capable to strategically explain and promote the quality management policy to relevant people.
8. Remarks	

Unit of Competency – Quality Management

1. Title	Formulate policy of corporate social responsibilities
2. Code	LOCUQM505B
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	Performance Requirements 6.1 Possess the knowledge relevant to corporate social responsibilities ♦ Understand the concepts of corporate citizenship and social responsibilities, such as UN17 Goals, 2015 ♦ 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 ♦ The company's vision, mission, strategy, objectives and quality goals 6.2 Formulate policy of corporate social responsibilities ♦ Arrange or design activities to encourage staff and the management to participate in events on social responsibilities ♦ Compile corporate social responsibility goals and policies ♦ Formulate corporate social responsibility policies based on the company's vision and mission ♦ Gain support and participate from the top management of the company on corporate social responsibilities ♦ Establish a corporate culture that takes care of and help set up a community ♦ Establish a corporate social responsibility audit mechanism and reward plan ♦ Compile the target and policy for corporate social responsibilities

Unit of Competency – Quality Management

	6.3 Establish audit mechanism ♦ Set up auditing mechanism for corporate social responsibilities ♦ Develop key performance indicators and measure compliance ♦ Compile report to explain the corporate social responsibility policy and future plans
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate appropriate social responsibility policies according to the company's vision, mission and objectives; (ii) Capable to establish an audit mechanism, develop key performance indicators and measure compliance; and (iii) Write a report explaining the establishment and work plan of the social responsibility policy
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUQM505A and LOCUQM507A

Unit of Competency – Quality Management

1. Title	Formulate contingency procedures for environmental accidents
2. Code	LOCUQM506B
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	Performance Requirements 6.1 Knowledge and technique of handling environmental accidents ♦ 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: • 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 ♦ Master techniques of compiling contingency procedures ♦ Master techniques of organising emergency drills ♦ Master techniques of communicating with the public and the media 6.2 Formulation of contingency procedures for environmental accidents and drills ♦ Analyse procedures of transport and logistics services of the company ♦ Identify locations and amount of various types of harmful substance in the work process ♦ Predict possible environmental accidents ♦ Design monitoring plans ♦ Compile contingency procedure manual, including the content of • Management organisation, 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 ♦ Capability training and emergency drills ♦ Record and review ♦ Conduct accident analysis and contingency plan review
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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	

Unit of Competency – Quality Management

1. Title	Formulate measures to enhance staff's quality management culture and standard
2. Code	LOCUQM508B
3. Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to analyse 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	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Knowledge relevant to total quality management culture ♦ Understand the concepts 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 6.2 Plan and formulate measures to enhance staff's quality management culture and standard ♦ Evaluate 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 ♦ Analyse the enterprise's quality management culture ♦ Collect staff's opinions on the enhancement scheme ♦ Implement Quality Circle and the likes ♦ 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

Unit of Competency – Quality Management

7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (i) Capable to define the quality management culture for a 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	This UoC is adopted from the Logistics UoC LOCUQM406A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Quality Management

1. Title	Formulate environmental management policy
2. Code	LOCUQM509B
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	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Understand environmental management policy for transport and logistics services ♦ Possess 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 concepts of environmental protection by enterprise, including: • 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 or total life cost • Sustainability • Corporate social responsibilities • Corporate environmental report ♦ 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 ♦ Establish communication and relationship networks 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 • 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 • Compile environmental management plan • Explain and promote the corporate environmental protection pledge, policy and targets to stakeholders ♦ Ensure that the environmental management policy is formulated and implemented according to the corporate environmental protection policy ♦ Examine the sustainable applicability of the environmental management policy ♦ Conduct regular compliance training and latest regulations for all levels of employees ♦ Develop and include the environmental management policy in business manual
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (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 recognised by the stakeholders; and (iii) Capable to strategically explain and promote the environmental protection policies to different stakeholders.
8. Remarks	This UoC is adopted from the Logistics UoC LOCUQM404A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Quality Management

1. Title	Formulate standard for quality management system
2. Code	LOCUQM510B
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	5
5. Credit	9（For reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to the standard of quality management system ♦ Understand the concepts of total quality management ♦ Understand the service and operational standards as formulated by the organisations 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 ♦ Quality management system, its policies and targets ♦ General duties of the Quality Management Committee ♦ Quality management education training and rewards ♦ 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 ♦ Organisations relevant to standardisation of procedures ♦ Standardisation 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 organisations, professional bodies, trade associations, trade unions, government, etc. ♦ Legal standard on the operation of the industry ♦ Understand standardised requirement within the industry ♦ Understand the function of quality assurance on quality management system ♦ Understand the importance of quality assurance to the quality of transport and logistics services

	6.2 Formulate standard for quality management system ♦ Analyse 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 ♦ Analyse the ways to formulate standard for quality management system • Bench marking • Key Performance Indicators, KPIs • Performance Pledge ♦ Assess the impact of quality management system standard on the management, staff, suppliers and customers ♦ Analyse 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 analyse feedbacks and opinions of all parties on the quality management system standard ♦ Regularly review the practicality and achievability of the standard 6.3 Review the quality management system ♦ Collect and analyse feedbacks and opinions of all parties on the quality management system standard ♦ Regularly review the practicality and achievability of the standard
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to thoroughly consider the formulation of the quality management system standard, and come up with detailed analysis on the suggestions; and (ii) Capable to compile reports on the standard for the quality management system, and elaborate the reasons for the formulation and its function.
8. Remarks	This UoC is adopted from the Logistics UoCs LOCUQM410A and LoCUQM413A. The QF level is adjusted from level 4 to level 5.

Unit of Competency – Quality Management

1. Title	Formulate company's performance pledge
2. Code	LOCUQM511B
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	5
5. Credit	6（for reference only）
6. Competency	Performance Requirements 6.1 Possess the knowledge relevant to performance pledge ♦ Understand the concepts of performance pledge and the related writing skills ♦ Understand the working processes and daily operation of logistics services of the company ♦ Master the process and operation of the company's daily logistics services ♦ Understand customers' service requirements ♦ Understand the industry's service requirement based on benchmarking and key performance index, etc. ♦ Understand the obstacles and difficulties in formulating performance pledge ♦ Understand the limitation of performance pledge's application ♦ Master the concepts, methods and techniques on workflow study or simulation study 6.2 Formulate performance pledge ♦ Use analytical tools to assess the time, resources and service level required of the project ♦ Use suitable means and analytical tools to understand customers' requirements on service quality ♦ Explore the deviation between company's standard and customers' requirements and expectations ♦ Analyse the pressure on cost and resources exerted by the enhancement of the company's services ♦ Analyse 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

	6.3 Conduct a regular review ♦ 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	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate suitable performance pledge according to the company's scale, workflow 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	This UoC is adopted from the Logistics UoCs LOCUQM411A and LoCUQM414A. The QF level is adjusted from level 4 to level 5.

QF Level 1

Knowledge and Intellectual Skills

- Demonstrate and/or work with basic general and foundation knowledge in a narrow range of areas of a field of work or study
- Use basic intellectual skills in familiar, personal and/or everyday contexts
- Employ recall and demonstrate comprehension of facts with dependency on ideas of others
- Receive and pass on information

Processes

- Perform a limited range of tasks of a routine and repetitive nature in defined and highly structured contexts
- Use, under supervision or prompting, basic tools and materials
- Apply learnt responses to solve problems
- Take some account, with prompting, of identified consequences of actions

Autonomy and Accountability

- Carry out directed activity under close supervision
- Rely entirely on external monitoring of quantity and quality of own output
- Interact with others to complete tasks

Communication, ICT and Numeracy

- Use a limited range of simple skills with assistance in familiar, routine contexts
- Produce and respond to a limited range of simple, written and oral communications and take some part in discussions on straightforward subjects
- Carry out a limited range of simple tasks to process data and access information
- Use a limited range of simple and familiar numerical and graphical data

QF Level 2

Knowledge and Intellectual Skills

- Demonstrate and/or work with basic factual or operational knowledge in a selected number of areas of a field of work or study
- Use a range of intellectual skills in familiar, personal and/or everyday contexts
- Make comparisons with some evaluation and interpret available information

Processes

- Perform a range of tasks in predictable and structured contexts
- Apply basic tools and materials to complete routine processes
- Use rehearsed stages for solving problems
- Take account of the identified consequences of actions

Autonomy and Accountability

- Undertake directed activity with a degree of autonomy
- Accept defined responsibility for quantity and quality of own output subject to external quality checking
- Co-ordinate with others to achieve common goals

Communication, ICT and Numeracy

- Use a range of routine skills with some assistance in familiar, routine contexts
- 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 and take an active part in discussions on identified topics
- Carry out a defined range of tasks to process data and access information
- Use a range of familiar numerical and graphical data

QF Level 3

Knowledge and Intellectual Skills

- Demonstrate and/or work with broad operational and theoretical knowledge of a field of work or study
- Use a broad range of intellectual skills in familiar but sometimes unfamiliar contexts
- Access, organise and evaluate information independently and draw reasoned conclusions

Processes

- Perform a broad range of tasks in a variety of familiar and some unfamiliar contexts using a known range of technical skills
- Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable problems
- Make generalisations and predictions in familiar contexts

Autonomy and Accountability

- Carry out self-directed activity with guidance/ evaluation
- Accept responsibility for quantity and quality of own output and comply with prevailing practice
- Accept clearly defined but limited responsibility for the quantity and quality of the output of others
- Adapt own behaviour when working with others

Communication, ICT and Numeracy

- Use a wide range of largely routine and well-practiced skills in familiar and some unfamiliar contexts
- Produce and respond to detailed and complex written and oral communication and make presentations to an audience using suitable structure and style
- Use a wide range of standard ICT applications to obtain, process and combine information
- Use a wide range of numerical and graphical data to support work or study

QF Level 4

Knowledge and Intellectual Skills

- Demonstrate and/or work with a broad knowledge base with some specialised knowledge of a field of work or study
- Use a wide range of largely routine and some specialised intellectual skills related to a subject/discipline/sector
- Present and evaluate information, using it to inform future actions

Processes

- Perform skilled tasks requiring some discretion and creativity in a range of contexts
- Carry out routine lines of enquiry to address professional level issues and problems
- Exercise appropriate judgement in planning, selecting or presenting information, methods or resources

Autonomy and Accountability

- Undertake self-directed and some supervisory activity
- Operate within broad general guidelines and meet specified quality standards
- Take responsibility for the nature and quantity of own output
- Undertake a supervisory role, accepting some responsibility for the quantity and quality of the output of others including compliance with prevailing practice
- Contribute to group performance

Communication, ICT and Numeracy

- Use a wide range of routine and some advanced skills associated with a subject/ discipline/sector in both familiar and some new contexts
- Synthesise, organise and present information coherently to convey complex ideas in well-structured form
- Use a wide range of standard ICT applications to support and enhance work
- Use and evaluate numerical and graphical data to measure progress and achieve goals and/or targets

QF Level 5

Knowledge and Intellectual Skills

- Demonstrate and/or work with in-depth specialised technical or theoretical knowledge of a field of work or study
- Use a wide range of specialised intellectual skills in support of established practices in a subject/discipline/ sector
- Critically analyse, evaluate and/or synthesise concepts, information and issues drawn from a wide range of sources to generate ideas

Processes

- Apply knowledge and skills in a range of technical, professional or management activities
- Identify and analyse both routine and abstract technical/ professional problems and issues, and formulate evidence-based responses
- Exercise appropriate judgement in planning, design, technical and/or management functions related to products, services, operations or processes

Autonomy and Accountability

- 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

Communication, ICT and Numeracy

- Use some advanced and specialised skills in support of established practices in a subject/discipline/ sector
- Participate constructively in group discussions and make formal and informal presentations to a range of audiences on standard/mainstream topics in a subject/ discipline/sector
- Use some advanced features of ICT applications to support and enhance work
- Interpret, use and evaluate numerical and graphical data to set and achieve goals/ targets

QF Level 6

Knowledge and Intellectual Skills

- Demonstrate command of a systematic, coherent body of knowledge, some of which is at the forefront of a field of study or professional practice
- Utilise highly specialised technical, research or scholastic skills across an area of study
- Critically review, consolidate and extend knowledge, skills, practices and thinking in a subject/discipline/sector

Processes

- Apply knowledge and skills in a broad range of specialised technical, professional or management activities
- Utilise diagnostic and creative skills to carry out complex planning, design, technical and/or management functions related to products, services, operations or processes, including resourcing and evaluation
- Design and apply appropriate methodologies to conduct research and/or advanced technical or professional activity
- Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses to routine and abstract professional problems and issues
- Deal with complex issues and make informed judgements in the absence of complete or consistent data/information

Autonomy and Accountability

- Exercise significant autonomy in determining and achieving personal and/or group outcomes
- Accept accountability in decision making relating to the achievement of outcomes
- Demonstrate leadership and make an identifiable contribution to change and development
- Deal with complex ethical and professional issues

Communication, ICT and Numeracy

- Use advanced and specialised skills to support academic and professional work in a subject/ discipline/sector
- Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues and specialists
- Use advanced features of ICT applications to support and enhance work and identify refinements and/or new requirements to increase effectiveness
- Undertake critical evaluations of numerical and graphical data in support of decision-making

QF Level 7

Knowledge and Intellectual Skills

- Demonstrate a critical overview of a substantial body of knowledge and its related theories and concepts at the forefront of a field of study or professional practice, including an evaluative understanding of its broad relationship with other disciplines
- Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships
- Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information

Processes

- Apply knowledge and skills in a broad range of complex activities in highly specialised technical, professional or management contexts
- Demonstrate command of research and methodological issues and engage in critical dialogue
- Produce creative and original responses to problems and issues in the context of new circumstances
- Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information

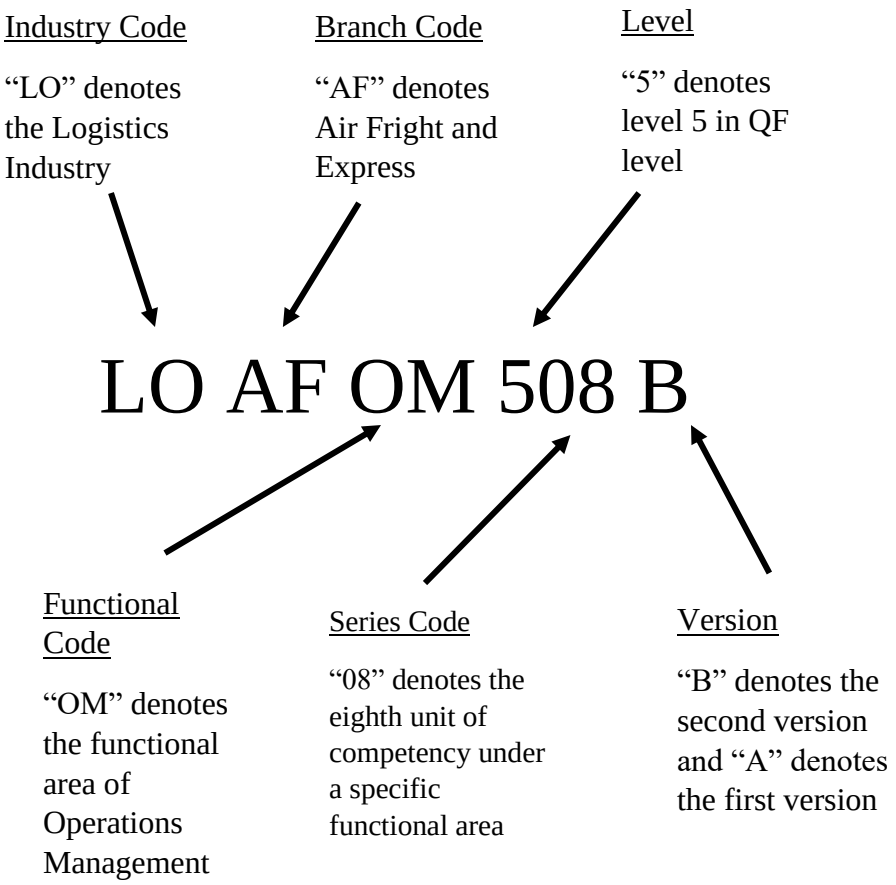
Autonomy and Accountability

- Assume a high degree of autonomy, with full accountability for own work, and significant responsibility for others
- Demonstrate leadership and originality in responding to new and unforeseen circumstances and accept accountability in related decision making
- Deal with very complex ethical and professional issues

Communication, ICT and Numeracy

- Use advanced and specialised skills to support academic and professional work that is at the forefront of a subject/discipline/ sector
- Strategically use communication skills, at the standard of published academic work and/or critical dialogue, adapting content and purpose to a range of audiences and contexts
- Use advanced features of ICT applications and specify requirements in anticipation of future needs
- Undertake critical evaluations of numerical and graphical data and employ such data extensively in support of the creation of new knowledge and innovative practice

Coding Criteria



	Branch	**Code**
(i)	Air Freight and Express	AF
(ii)	Shipping	SG
(iii)	Local Transport & Distribution	LT
(iv)	Terminals, Warehouse & Logistics Centres	TW
(v)	Supporting & Ancillary Services	SA
	Common Competency	
(i)	Denotes the unit of competency applicable to more than one branch, e.g. LO**CU**CN101B、LO**CU**OM101B	CU

	Functional Areas	**Code**
(i)	Operations 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, Legal Matters and Compliance*	LC
(viii)	Smart Logistics #	EL
(ix)	Occupational Safety & Health	SH
(x)	Quality Management	QM
	Common Competency	
(i)	Denotes the unit of competency applicable to more than one functional area, e.g. LOAF**CN**101B	CN

* The functional area of "Insurance and Legal Matters in the first version of SCS has been revised as "Insurance, Legal Matters and Compliance" and the functional code was amended from "IL" to "LC".

The functional area of "E-Logistics" in the first version of SCS has been revised as Smart Logistics.