

Hong Kong Qualifications Framework

Vocational Qualifications Pathway (VQP)

for the Logistics Industry

(Air Freight and Express - Operations Management)

June 2023

Table of Contents

Page

Vocational Qualifications Pathway for the Logistics Industry (Air Freight and Express - Operations Management)	1
Overview of VQP Courses for the Logistics Industry (Air Freight and Express - Operations Management)	3
Qualification Specification: Operations Executive (AF-OM21B).....	4
Qualification Specification: Supervisor, Operations (AF-OM31).....	8
Qualification Specification: Manager, Operations (AF-OM41) and Manager, Local Operations (Express) (AF-OM42).....	12

Vocational Qualifications Pathway for the Logistics Industry (Air Freight and Express - Operations Management)

Vocational Qualifications Pathway (VQP)

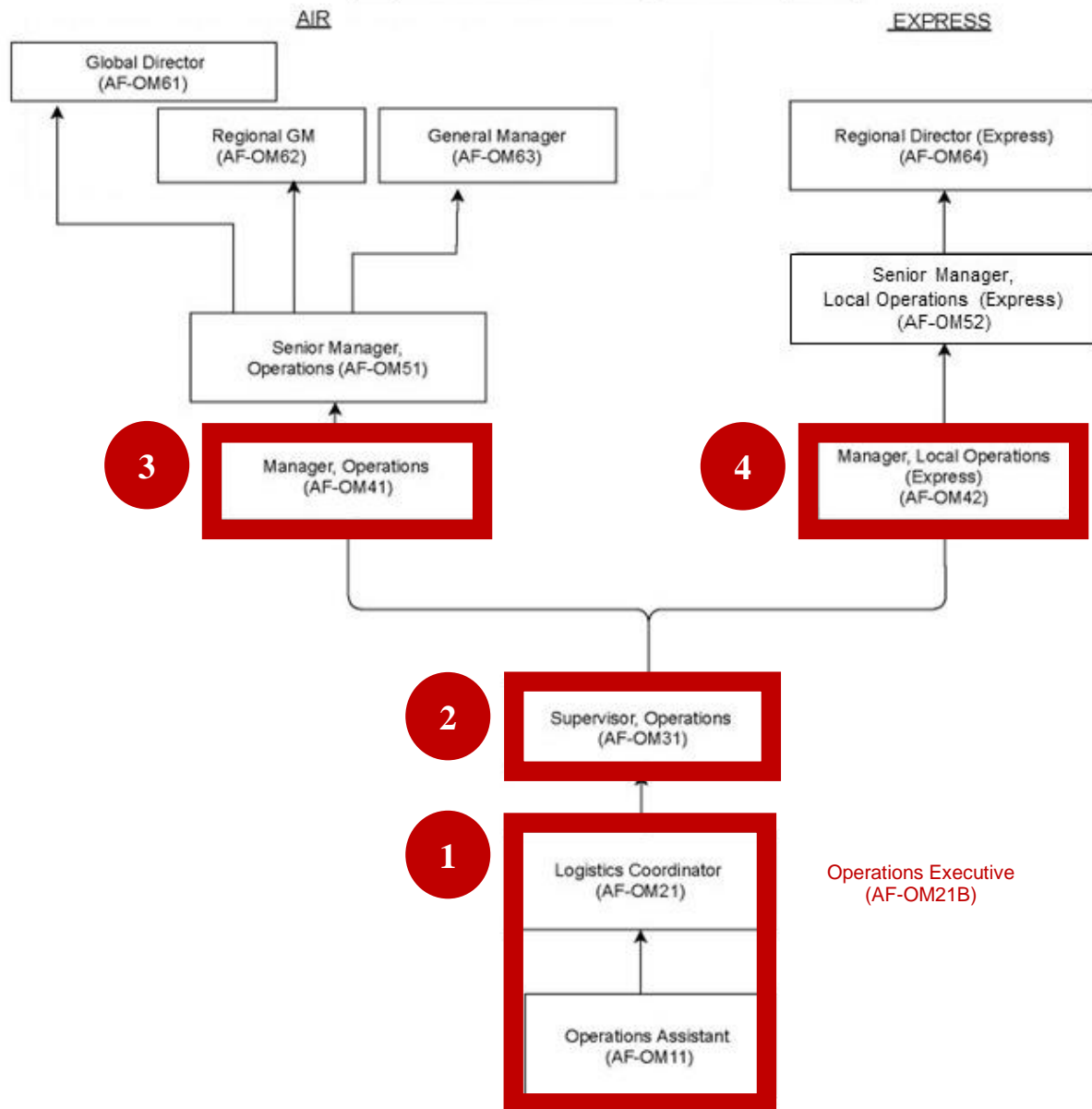
The Logistics Industry Training Advisory Committee (ITAC) assists the industry in developing Specification of Competency Standards (SCS), which sets out the competence standards and performance criteria of major job roles in the industry. In view of the ongoing development and transformation of the logistics industry, the ITAC developed the VQP for the functional area of Operations Management in Air Freight and Express in 2023 after the launch of the SCS for the Logistics Industry (Air Freight & Express) Version 2 in 2021. VQP represents a roadmap for progression in learning and employment, along which learners or practitioners can progress at various levels through the attainment or acquisition of the required occupation-based qualifications.

VQP Courses

VQP courses refer to education and training courses designed to meet the competency requirements of specific job roles defined under the VQP. Their learning outcomes are fully-matched with the requirements of the job roles. VQP courses serve to assure the abilities of the qualification holders to perform the occupations concerned well, and are valuable references for recruitment and manpower development.

The Logistics ITAC selected four of those frontline roles on the progression pathway for “Air Freight and Express - Operations Management”, mapped out the core competencies (Units of Competency) required by the job roles, and developed corresponding qualification specifications, so as to facilitate enterprises or education and training organisations to design VQP courses for nurturing talents to meet the actual needs of the industry. The four job roles available for developing VQP courses include (1) Operations Executive, (2) Supervisor, Operations, (3) Manager, Operations, and (4) Manager, Local Operations (Express).

Operations Management (OM)



Overview of VQP Courses for the Logistics Industry (Air Freight and Express - Operations Management)

Course Title	Course for Operations Executives (Air Freight and Express)	Course for Supervisors, Operations (Air Freight and Express)	Course for Managers, Operations/Local Operations (Air Freight and Express)			
Job Role	Operations Executive	Supervisor, Operations	Manager, Operations Manager, Local Operations (Express)			
QF Level	2	3 or 4	4			
UoCs to be included in the VQP course (QF Credits for Indicative Only)	<ol style="list-style-type: none"> 1. Use air freight terms, codes and abbreviations (L1, 2 credits) 2. Know the label, marking, types and basic packaging requirements for air cargo (L1, 2 credits) 3. Prepare checklists for operational processes (L2, 2 credits) 4. Implement preventive measures on occupational safety and health of the logistics industry (L2, 2 credits) 	<ol style="list-style-type: none"> 1. Obtain license for freight operation and make relevant administrative arrangement (L2, 3 credits) 2. Coordinate the work of company departments, business partners and contractors (L3, 3 credits) 3. Implement contingency procedures on emergency (L4, 4 credits) 4. Determine the suitable aircraft and goods for delivery (L4, 4 credits) 5. Handle freight problems caused by delay or cancellation of flights (L4, 4 credits) 	<ol style="list-style-type: none"> 1. Assist in talent development and managing staff performance (L4, 4 credits) 2. Make use of the results and/or trends generated by data analytics (L4, 2 credits) 3. Monitor the performance of contractors (L4, 4 credits) 4. Design and prepare tenders (L4, 4 credits) 5. Establish technical indicators for logistic machinery equipment (L4, 4 credits) 6. Monitor the performance of suppliers (L4, 4 credits) 7. Apply simulation technique to test efficiency of operation (L4, 4 credits) 8. Implement financial analysis and cost control (L4, 4 credits) 9. Formulate standard operational procedures for internal logistics (L5, 4 credits) 			
Total QF Credits (Indicative Only)	8 QF Credits		18 QF Credits		34 QF Credits	
Recommended Supplementary Learning Tracks (QF Credits for Indicative Only)	Learning Track 1: Air Freight Operations Coordination	Learning Track 2: Express Operations Coordination	Learning Track 1: Air Freight Operations	Learning Track 2: Express Operations	Learning Track 1: Air Freight Operations Management	Learning Track 2: Express Operations Management
	14 QF Credits (Total 5 UoCs)	13 QF Credits (Total 5 UoCs)	17 QF Credits (Total 5 UoCs)	17 QF Credits (Total 5 UoCs)	36 QF Credits (Total 10 UoCs)	36 QF Credits (Total 10 UoCs)

Qualification Specification: Operations Executive (AF-OM21B)

A. Job Description and Entry Requirements

Duties	<ul style="list-style-type: none"> • Comply with key performance indicators (KPI) and standard operating procedures (SOP) • Provide efficient service and document processing in line with the trend of document digitisation and process automation • Comply with the company's logistics resource usage plans • Coordinate with different customers and airlines to ensure smooth operations and execute various operational processes • Assist in planning the use of logistics resources • Maintain basic communication with customers (e.g. coordinate delivery time) and be punctual to deliver accurately according to their waybill requirements
Entry Requirements	<ul style="list-style-type: none"> • Possessed secondary school education • Acquired basic literacy skills in both English and Chinese • Relevant work experience is preferred • Valid driver's license and good driving record are preferred

B. Qualification Specification and Mapping of Units of Competency (UoCs)

VQP Course	Course for Operations Executives (Air Freight and Express)
Qualification Level	QF Level 2
QF Credits	8 QF Credits (Indicative Only)
Course Objectives	Through this course, the learners will master the key knowledge and skills in operations coordination of air freight and express so as to maintain their competitiveness in the workplace under the industry trends of increasing emphasis on customer experience and digitalisation.
Learning Outcomes	<p>Through this Vocational Qualifications Pathway (VQP) Course, the learners will be able to:</p> <p>LO1: Understand the importance of customer experience for setting goals to achieve high-quality customer experience and handling the main daily processes of logistics and freight</p> <p>LO2: Apply the basic industry knowledge on air freight and express to enhance customer experience</p> <p>LO3: Apply basic statistical descriptions and preliminary data analysis, make use of the results to logistics operations, and/or provide reference to decision makers for business decision-making or planning</p>
Admission Criteria	Academic/Professional Pathway: Secondary education. or Vocational Qualifications Pathway: Possessed work experience in the logistics industry or experience in operations coordination in other industries.

The VQP course should cover the following UoCs mapped in the core subject

Core Subject: Air Freight and Express Operations Coordination

Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes		
					LO1	LO2	LO3
Common	1. Use air freight terms, codes and abbreviations	111000L1	1	2	✓	✓	
	2. Know the label, marking, types and basic packaging requirements for air cargo	111001L1	1	2	✓	✓	
Operations Management	3. Prepare checklists for operational processes	111007L2	2	2	✓		✓
Occupational Safety and Health	4. Implement preventive measures on occupational safety and health of the logistics industry	111026L2	2	2		✓	

Total QF Credits (Indicative Only) 8*

* Course operators can determine the proportion of each unit of competency in course content according to actual needs.

C. Other Recommendations

Course operators may consider adopting modular-based approach and setting up a learning pathway with multiple entry and exit points for learners to obtain various certificates or diplomas at different stages. For example: issue Foundation Certificate once the learner has completed the VQP Course mentioned in Part B. When the learners have gone through field practices for a certain period of time, they are allowed to continue with the remaining pre-specified supplementary learning. Another certificate will be issued upon completion of the learning. In addition, course operators may also make full use of work-based learning and project-based learning, etc. to make the course design more diverse and closer to the real-life situations.

Pre-specified Supplementary Learning Track 1: Air Freight Operations Coordination

	Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes		
						LO1	LO2	LO3
Common to both Learning Tracks	Common	1. Apply basic statistics to logistics operation	111004L2	2	3	✓		✓
		2. Apply multimodal transport concepts and knowledge	111003L2	2	2	✓	✓	
	Operations Management	3. Apply all kinds of freight information	111006L2	2	3	✓		✓
	Smart Logistics	4. Execute security work for electronic documents of the logistics industry	LOCUEL204B	2	3	✓		
Air Freight Specific	Sales, Marketing and Customer Services	5. Calculate air freight rates	111031L2	2	3	✓	✓	✓

Total QF Credits (Indicative Only) 14

Pre-specified Supplementary Learning Track 2: Express Operations Coordination

	Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes		
						LO1	LO2	LO3
Common to both Learning Tracks	Common	1. Apply basic statistics to logistics operation	111004L2	2	3	✓		✓
		2. Apply multimodal transport concepts and knowledge	111003L2	2	2	✓	✓	
	Operations Management	3. Apply all kinds of freight information	111006L2	2	3	✓		✓
	Smart Logistics	4. Execute security work for electronic documents of the logistics industry	LOCUEL204B	2	3	✓		
Express Specific	Common	5. Application of the label, marking, types and basic packaging requirements for courier and express cargo	111002L1	1	2		✓	
Total QF Credits (Indicative Only)					13			

In addition to the above-mentioned UoCs, there are soft skills employers look for:

Competency Titles *	Proficiency Level #
1. Analytical thinking Analyse information and use logic to address work-related issues and problems	Intermediate
2. Adaptability/Flexibility Be open to (positive or negative) change and considerable variety in the workplace	
3. Communication Able to communicate information and ideas in writing and speaking so others will understand	

* The competency titles and descriptors are suggested in reference to O*NET OnLine and input from interviewees.

Proficiency can be divided into four levels:

- Expert level (Apply the competency in exceptionally difficult situations; serve as a key resource and advise others)
- Advanced level (Apply the competency in considerably difficult situations; generally, requires little or no guidance)
- Intermediate level (Apply the competency in difficult situations; requiring occasional guidance)
- Novice level (Unable to perform alone in difficult situations; requiring assistance and/or guidance from others)

Course operators may consider to include case studies, role-plays, etc. in the course for strengthening learners' soft skills.

Besides, course operators may also consider providing credit accumulation and transfer arrangements to give due recognition to relevant learning and work experience and to avoid repeated learning. For instance:

Transfer of Credit or Waiver of Course Requirements	<ul style="list-style-type: none"> • If the learners have relevant experience in the logistics industry or the following “Recognition of Prior Learning (RPL)” qualifications: 			
	<table border="1" style="width: 100%;"> <tr> <td style="background-color: #D9E1F2;">For Core Subject</td> <td> <ul style="list-style-type: none"> • General Competencies (Terminals, Warehouse, and Logistics Centre) LOTWAA1S • Airfreight Delivery LOAFDA1S </td> </tr> <tr> <td style="background-color: #D9E1F2;">For Pre-specified Supplementary Learning Track 1: Air Freight Operations Coordination</td> <td> <ul style="list-style-type: none"> • Airfreight Documents Handling LOAFGA2S • Air Cargo Handling (Terminal) LOAFEA2S • Airfreight Delivery (Cargo) LOAFDB2S • Airfreight Customer Services LOAFBA2S • Airfreight Customer Services LOAFBA3S • Airfreight Electronic Documents Handling LOAFIA2S • Sea Freight Documents Handling LOSGIC2S • Sea Freight Import/Export Documents Handling LOSGFA2S </td> </tr> </table>	For Core Subject	<ul style="list-style-type: none"> • General Competencies (Terminals, Warehouse, and Logistics Centre) LOTWAA1S • Airfreight Delivery LOAFDA1S 	For Pre-specified Supplementary Learning Track 1: Air Freight Operations Coordination
For Core Subject	<ul style="list-style-type: none"> • General Competencies (Terminals, Warehouse, and Logistics Centre) LOTWAA1S • Airfreight Delivery LOAFDA1S 			
For Pre-specified Supplementary Learning Track 1: Air Freight Operations Coordination	<ul style="list-style-type: none"> • Airfreight Documents Handling LOAFGA2S • Air Cargo Handling (Terminal) LOAFEA2S • Airfreight Delivery (Cargo) LOAFDB2S • Airfreight Customer Services LOAFBA2S • Airfreight Customer Services LOAFBA3S • Airfreight Electronic Documents Handling LOAFIA2S • Sea Freight Documents Handling LOSGIC2S • Sea Freight Import/Export Documents Handling LOSGFA2S 			

		<ul style="list-style-type: none"> • Shipping Documents Handling LOSGGA2S • Sea Freight Delivery (Container) LOSGDF2S • Operations Management (Facility Efficiency) LOZZAG4S
	For Pre-specified Supplementary Learning Track 2: Express Operations Coordination	<ul style="list-style-type: none"> • Airfreight Documents Handling LOAFGA2S • Air Cargo Handling (Terminal) LOAFEA2S • Airfreight Delivery (Cargo) LOAFDB2S • Airfreight Electronic Documents Handling LOAFIA2S • Sea Freight Documents Handling LOSGIC2S • Sea Freight Import/Export Documents Handling LOSGFA2S • Shipping Documents Handling LOSGGA2S • Sea Freight Delivery (Container) LOSGDF2S • Operations Management (Facility Efficiency) LOZZAG4S
	<ul style="list-style-type: none"> • Have relevant experience in operations management or “Recognition of Prior Learning (RPL)” qualifications in other industries; or • Have taken relevant courses recognised by the Qualifications Framework (QF). 	

End

Qualification Specification: Supervisor, Operations (AF-OM31)

A. Job Description and Entry Requirements

Duties	<ul style="list-style-type: none"> Follow company guidelines and comply with regulatory requirements to ensure smooth daily operation of the company Maintain efficient air freight operations through suitable combinations of aircraft type and goods source Provide efficient service and document processing in line with the trend of document digitisation and process automation Coordinate and play the role to bridge the gap between senior management and frontline staff Assign employees to handle different tasks, provide coaching and supervise their performance Provide solutions to improve workflows Assist in evaluating/monitoring the service quality of contractors and airlines Make good use of resources and save operating costs (e.g. operate machinery with care, avoid unnecessary wear and tear)
Entry Requirements	<ul style="list-style-type: none"> Holder of the Hong Kong Diploma of Secondary Education Examination (HKDSE), Hong Kong Certificate of Education Examination (HKCEE) or equivalent Possessed three or more years of relevant work experience (e.g. warehouse management, supply chain management) Proficient in written and spoken English and Chinese (Cantonese and Putonghua) Valid driver's license and good driving record are preferred

B. Qualification Specification and Mapping of Units of Competency (UoCs)

VQP Course	Course for Supervisors, Operations (Air Freight and Express)
Qualification Level	QF Level 3 or 4
QF Credits	18 QF Credits (Indicative Only)
Course Objectives	Through this course, the learners will master the key knowledge and skills in operations of air freight and express so as to promote the team spirit of internal and external key stakeholders, and effectively improve the operational performance and service quality. The learners can also maintain their competitiveness in the workplace.
Learning Outcomes	<p>Through this Vocational Qualifications Pathway (VQP) Course, the learners will be able to:</p> <p>LO1: Maintain healthy competition in the workplace to attract and motivate frontline staff, so that they have the opportunities to develop their potential, demonstrate their strength and be appreciated</p> <p>LO2: Implement operational management strategies to improve operational performance</p> <p>LO3: Implement customer services management strategies to enhance service quality and strengthen customer experience</p> <p>LO4: Apply the basic knowledge of data analytics to daily work</p>
Admission Criteria	<p>Academic/Professional Pathway: Holder of Hong Kong Diploma of Secondary Education or equivalent.</p> <p>or</p> <p>Vocational Qualifications Pathway: Possessed work experience in the logistics industry or experience in operations in other industries.</p>

The VQP course should cover the following UoCs mapped in the core subject

Core Subject: Air Freight and Express Operations

Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes			
					LO1	LO2	LO3	LO4
Common	1. Obtain license for freight operation and make relevant administrative arrangement	111005L2	2	3		✓		
Operations Management	2. Coordinate the work of company departments, business partners and contractors	111008L3	3	3	✓	✓	✓	
	3. Implement contingency procedures on emergency	111019L4	4	4	✓	✓	✓	
	4. Determine the suitable aircraft and goods for delivery	111023L4	4	4	✓	✓		
	5. Handle freight problems caused by delay or cancellation of flights	111024L4	4	4		✓	✓	

Total QF Credits (Indicative Only) 18*

* Course operators can determine the proportion of each unit of competency in course content according to actual needs.

C. Other Recommendations

Course operators may consider adopting modular-based approach and setting up a learning pathway with multiple entry and exit points for learners to obtain various certificates or diplomas at different stages. For example: issue Certificate once the learner has completed the VQP Course mentioned in Part B. When the learners have gone through field practices for a certain period of time, they are allowed to continue with the remaining pre-specified supplementary learning. Another certificate will be issued upon completion of the learning. In addition, course operators may also make full use of work-based learning and project-based learning, etc. to make the course design more diverse and closer to the real-life situations.

Pre-specified Supplementary Learning Track 1: Air Freight Operations

	Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes			
						LO 1	LO2	LO 3	LO 4
Common to both Learning Tracks	Common	1. Understand the basic knowledge of data analytics	111009L3	3	2				✓
	Operations Management	2. Check and enhance transport efficiency	111021L4	4	4		✓		✓
	Occupational Safety and Health	3. Implement transport safety for DG (dangerous goods)	111027L3	3	4		✓		
	Cargo Security and Safety	4. Apply security technology to help handle cargo transport security matters	111036L3	3	4		✓		
Air Freight Specific	Smart Logistics	5. Apply air freight service web platform	111039L3	3	3		✓		

Total QF Credits (Indicative Only) 17

Pre-specified Supplementary Learning Track 2: Express Operations

	Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes			
						LO1	LO2	LO3	LO4
Common to both Learning Tracks	Common	1. Understand the basic knowledge of data analytics	111009L3	3	2				✓
	Operations Management	2. Check and enhance transport efficiency	111021L4	4	4		✓		✓
	Occupational Safety and Health	3. Implement transport safety for DG (dangerous goods)	111027L3	3	4		✓		
	Cargo Security and Safety	4. Apply security technology to help handle cargo transport security matters	111036L3	3	4		✓		
Express Specific	Import / Export Documentation	5. Handle courier and express transport document	111041L2	2	3		✓		
Total QF Credits (Indicative Only)					17				

In addition to the above-mentioned UoCs, there are soft skills employers look for:

Competency Titles *	Proficiency Level #
1. Analytical thinking Analyse information and use logic to address work-related issues and problems	Advanced
2. Communication Able to communicate information and ideas in writing and speaking so others will understand	Intermediate
3. Guiding, Directing, and Motivating Subordinates Provide guidance and direction to subordinates, including setting performance standards and monitoring performance	
4. Developing and Building Teams Encourage and build mutual trust, respect, and cooperation among team members	

* The competency titles and descriptors are suggested in reference to O*NET OnLine and input from interviewees.

Proficiency can be divided into four levels:

- Expert level (Apply the competency in exceptionally difficult situations; serve as a key resource and advise others)
- Advanced level (Apply the competency in considerably difficult situations; generally, requires little or no guidance)
- Intermediate level (Apply the competency in difficult situations; requiring occasional guidance)
- Novice level (Unable to perform alone in difficult situations; requiring assistance and/or guidance from others)

Course operators may consider to include case studies, role-plays, etc. in the course for strengthening learners' soft skills.

Besides, course operators may also consider providing credit accumulation and transfer arrangements to give due recognition to relevant learning and work experience and to avoid repeated learning. For instance:

Transfer of Credit or Waiver of Course Requirements	<ul style="list-style-type: none"> • If the learners have relevant experience in the logistics industry or the following "Recognition of Prior Learning (RPL)" qualifications: 	
	<table border="1" style="width: 100%;"> <tr> <td style="background-color: #00AEEF; color: white; text-align: center;">For Core Subject</td> <td> <ul style="list-style-type: none"> • Operation Management (Administration) LOZZAA3S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Operations Management LOSGAG4S </td> </tr> </table>	For Core Subject
For Core Subject	<ul style="list-style-type: none"> • Operation Management (Administration) LOZZAA3S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Operations Management LOSGAG4S 	

	For Pre-specified Supplementary Learning Track 1: Air Freight Operations	<ul style="list-style-type: none"> • Airfreight Customer Services LOAFBA3S • Sea Freight Customer Services LOSGBA3S • Airfreight E-logistics LOAFHA3S
	For Pre-specified Supplementary Learning Track 2: Express Operations	<ul style="list-style-type: none"> • Airfreight Customer Services LOAFBA3S • Sea Freight Customer Services LOSGBA3S
<ul style="list-style-type: none"> • Have relevant experience in operations management or “Recognition of Prior Learning (RPL)” qualifications in other industries; or • Possessed recognised QF level 2 qualification of Operations Executive (Air Freight and Express). 		

End

Qualification Specification: **Manager, Operations (AF-OM41) and Manager, Local Operations (Express) (AF-OM42)**

A. Job Description and Entry Requirements

Duties	<ul style="list-style-type: none"> • Design solutions and implement operational strategies to improve operational performance • Manage operational efficiency in line with the trend of document digitisation and process automation • Evaluate market trends • Cooperate with other departments to achieve company goals • Implement the company's system and guidelines • Provide support to talent acquisition and training, manage and enhance staff performance • Evaluate whether the operation level, staff development and quality management level meet the company's key performance indicators (KPI) • Analyse data for improving the company's service quality from the aspect of operations management • Provide the latest market information to customers
Entry Requirements	<ul style="list-style-type: none"> • Holder of Higher Diploma/Associate Degree/Diploma from registered post-secondary college in Hong Kong, or above • Possessed five or more years of relevant work experience • Proficient in written and spoken English and Chinese (Cantonese and Putonghua)

B. Qualification Specification and Mapping of Units of Competency (UoCs)

VQP Course	Course for Managers, Operations/Local Operations (Air Freight and Express)
Qualification Level	QF Level 4
QF Credits	34 QF Credits (Indicative Only)
Course Objectives	Through this course, the learners will master the key knowledge and skills in operations management of air freight and express so as to build and sustain a high performing team, get the maximum value of data, and enhance the competitiveness of individuals, teams and the company.
Learning Outcomes	<p>Through this Vocational Qualifications Pathway (VQP) Course, the learners will be able to:</p> <p>LO1: Build and sustain a high-performing team through creating a workplace where attracts talents and allows them to gain career satisfaction and professional growth</p> <p>LO2: Get the maximum value of various types of data and enhance the company's competitiveness</p> <p>LO3: Design and implement operational management strategies to enhance operational performance</p> <p>LO4: Improve the company's service quality and enhance customer experience</p>
Admission Criteria	<p>Academic/Professional Pathway: Holder of Hong Kong Diploma of Secondary Education or equivalent.</p> <p>Or</p> <p>Vocational Qualifications Pathway: Possessed work experience in the logistics industry or experience in operations management in other industries.</p>

The VQP course should cover the following UoCs mapped in the core subject

Core Subject: Air Freight and Express Operations Management

Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes			
					LO1	LO2	LO3	LO4
Common	1. Assist in talent development and managing staff performance	111011L4	4	4	✓			
	2. Make use of the results and/or trends generated by data analytics	111010L4	4	2		✓	✓	✓
Operations Management	3. Monitor the performance of contractors	111012L4	4	4			✓	✓
	4. Design and prepare tenders	111013L4	4	4		✓		✓
	5. Establish technical indicators for logistic machinery equipment	111016L4	4	4		✓	✓	
	6. Monitor the performance of suppliers	111017L4	4	4				✓
	7. Apply simulation technique to test efficiency of operation	111018L4	4	4		✓	✓	
	8. Implement financial analysis and cost control	111020L4	4	4		✓	✓	
	9. Formulate standard operational procedures for internal logistics	111025L5	5	4		✓	✓	✓

Total QF Credits (Indicative Only) 34*

* Course operators can determine the proportion of each unit of competency in course content according to actual needs.

C. Other Recommendations

Course operators may consider adopting modular-based approach and setting up a learning pathway with multiple entry and exit points for learners to obtain various certificates or diplomas at different stages. For example: issue Certificate once the learner has completed the VQP Course mentioned in Part B. When the learners have gone through field practices for a certain period of time, they are allowed to continue with the remaining pre-specified supplementary learning, either Track 1 or Track 2. Diploma, Advanced Certificate or Advanced Diploma will be issued upon completion of the learning. One more Professional Certificate or Professional Diploma will be awarded to the learners if they are eager to complete all the remaining pre-specified supplementary learning (Note: Learners must obtain a total of 60 or more QF credits in order to be awarded Diploma, Higher Diploma or Professional Diploma). In addition, course operators may also make full use of work-based learning and project-based learning, etc. to make the course design more diverse and closer to the real-life situations.

Pre-specified Supplementary Learning Track 1: Air Freight Operations Management

	Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes			
						LO1	LO2	LO3	LO4
Common to both Learning Tracks	Occupational Safety and Health	1. Conduct occupational safety and health supervision for the logistics industry	111028L4	4	4	✓		✓	
		2. Implement safety management in the workplace	111029L4	4	4	✓		✓	
	Quality Management	3. Implement quality management training program	111030L4	4	4	✓			✓
	Cargo Security and Safety	4. Carry out monitoring system on the air cargo security procedures of consignors	LOAFSS302B	3	2			✓	
Air Freight Specific	Operations Management	5. Coordinate the work of company departments, business partners and contractors	111008L3	3	3			✓	✓
		6. Establish and maintain relationship with business partners	111022L4	4	4			✓	✓
		7. Determine the suitable aircraft and goods for delivery	111023L4	4	4			✓	
	Sales, Marketing and Customer Services	8. Calculate contract air freight charges	111032L3	3	3			✓	
	Cargo Transport and Handling	9. Evaluate and calculate workload for cargo handling	111035L4	4	4			✓	
	Cargo Security and Safety	10. Implement air freight safety standard for DG (Dangerous Goods)	111038L4	4	4			✓	

Total QF Credits **36**
(Indicative Only)

Pre-specified Supplementary Learning Track 2: Express Operations Management

	Functional Area	UoC Title	Code	QF Level	QF Credits (Indicative Only)	Learning Outcomes			
						LO1	LO2	LO3	LO4
Common to both Learning Tracks	Occupational Safety and Health	1. Conduct occupational safety and health supervision for the logistics industry	111028L4	4	4	✓		✓	
		2. Implement safety management in the workplace	111029L4	4	4	✓		✓	
	Quality Management	3. Implement quality management training program	111030L4	4	4	✓			✓
	Cargo Security and Safety	4. Carry out monitoring system on the air cargo security procedures of consignors	LOAFSS302B	3	2			✓	
Express Specific	Operations Management	5. Prepare RFQ (Request For Quotation), RFP (Request For Proposal), Tender document	111014L4	4	4		✓		✓
		6. Settle labour disputes in a company	111015L4	4	4	✓			
	Sales, Marketing and Customer Services	7. Formulate customer relationship strategy	111033L4	4	4			✓	✓
	Cargo Transport and Handling	8. Coordinate point-to-point cargo transport connection	111034L4	4	3			✓	✓
	Cargo Security and Safety	9. Execute safety strategies on courier and express cargo operations	111037L4	4	3			✓	✓
	Smart Logistics	10. Design e-commerce procedures for the logistics industry	111040L4	4	4		✓	✓	✓

Total QF Credits **36**
(Indicative Only)

In addition to the above-mentioned UoCs, there are soft skills employers look for:

Competency Titles *	Proficiency Level #
1. Complex Problem Solving Identify complex problems and review related information to develop and evaluate options and implement solutions	Advanced
2. Communication Able to communicate information and ideas in writing and speaking so others will understand	
3. Adaptability/Flexibility Be open to (positive or negative) change and considerable variety in the workplace	
4. Resolving Conflicts and Negotiating with Others Handle complaints, settle disputes, and resolve grievances and conflicts, or otherwise negotiate with others	
5. Guiding, Directing, and Motivating Subordinates Provide guidance and direction to subordinates, including setting performance standards and monitoring performance	
6. Developing and Building Teams Encourage and build mutual trust, respect, and cooperation among team members	

* The competency titles and descriptors are suggested in reference to O*NET OnLine and input from interviewees.

Proficiency can be divided into four levels:

- Expert level (Apply the competency in exceptionally difficult situations; serve as a key resource and advise others)
- Advanced level (Apply the competency in considerably difficult situations; generally, requires little or no guidance)
- Intermediate level (Apply the competency in difficult situations; requiring occasional guidance)
- Novice level (Unable to perform alone in difficult situations; requiring assistance and/or guidance from others)

Course operators may consider to include case studies, role-plays, etc. in the course for strengthening learners' soft skills.

Besides, course operators may also consider providing credit accumulation and transfer arrangements to give due recognition to relevant learning and work experience and to avoid repeated learning. For instance:

Transfer of Credit or Waiver of Course Requirements	<ul style="list-style-type: none"> • If the learners have relevant experience in the logistics industry or the following “Recognition of Prior Learning (RPL)” qualifications: 						
	<table border="1" style="width: 100%;"> <tr> <td style="background-color: #D9E1F2;">For Core Subject</td> <td> <ul style="list-style-type: none"> • Airfreight Delivery (Special Cargo) LOAFDE3S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Delivery (Coordination) LOSGDD3S • Sea Freight Operations Management LOSGAG4S • Operation Management (Administration) LOZZAA3S • Operations Management (Undertaking Contract) LOZZAF4S • Operations Management (Facility Efficiency) LOZZAG4S </td> </tr> <tr> <td style="background-color: #D9E1F2;">For Pre-specified Supplementary Learning Track 1: Air Freight Operations Management</td> <td> <ul style="list-style-type: none"> • Airfreight Delivery (Planning) LOAFDF4S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Operations Management LOSGAG4S • Operation Management (Administration) LOZZAA3S </td> </tr> <tr> <td style="background-color: #D9E1F2;">For Pre-specified Supplementary Learning Track 2: Express Operations Management</td> <td> <ul style="list-style-type: none"> • Human Resources Management LOZZKB4S • Airfreight Delivery (Planning) LOAFDF4S • Customer Services LOZZBA4S • Sea Freight Delivery (Mid-stream Operations) LOSGDH4S </td> </tr> </table>	For Core Subject	<ul style="list-style-type: none"> • Airfreight Delivery (Special Cargo) LOAFDE3S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Delivery (Coordination) LOSGDD3S • Sea Freight Operations Management LOSGAG4S • Operation Management (Administration) LOZZAA3S • Operations Management (Undertaking Contract) LOZZAF4S • Operations Management (Facility Efficiency) LOZZAG4S 	For Pre-specified Supplementary Learning Track 1: Air Freight Operations Management	<ul style="list-style-type: none"> • Airfreight Delivery (Planning) LOAFDF4S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Operations Management LOSGAG4S • Operation Management (Administration) LOZZAA3S 	For Pre-specified Supplementary Learning Track 2: Express Operations Management	<ul style="list-style-type: none"> • Human Resources Management LOZZKB4S • Airfreight Delivery (Planning) LOAFDF4S • Customer Services LOZZBA4S • Sea Freight Delivery (Mid-stream Operations) LOSGDH4S
	For Core Subject	<ul style="list-style-type: none"> • Airfreight Delivery (Special Cargo) LOAFDE3S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Delivery (Coordination) LOSGDD3S • Sea Freight Operations Management LOSGAG4S • Operation Management (Administration) LOZZAA3S • Operations Management (Undertaking Contract) LOZZAF4S • Operations Management (Facility Efficiency) LOZZAG4S 					
	For Pre-specified Supplementary Learning Track 1: Air Freight Operations Management	<ul style="list-style-type: none"> • Airfreight Delivery (Planning) LOAFDF4S • Airfreight Operations Management (Operation) LOAFAA4S • Sea Freight Operations Management LOSGAG4S • Operation Management (Administration) LOZZAA3S 					
For Pre-specified Supplementary Learning Track 2: Express Operations Management	<ul style="list-style-type: none"> • Human Resources Management LOZZKB4S • Airfreight Delivery (Planning) LOAFDF4S • Customer Services LOZZBA4S • Sea Freight Delivery (Mid-stream Operations) LOSGDH4S 						
<ul style="list-style-type: none"> • Have relevant experience in operations management or “Recognition of Prior Learning (RPL)” qualifications in other industries; or 							

- Possessed recognised QF level 3 qualification of Supervisor, Operations (Air Freight and Express).

End