

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Common

Title	Use courier and express terms, codes and abbreviations
Code	LOAFCN103B
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.
Level	1
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of courier and express</p> <ul style="list-style-type: none"> • Know about the codes, abbreviations and any jargons commonly used in the courier and express industry: <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ 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... <p>2. Apply basic courier and express terms, codes and abbreviations</p> <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to locate courier and express terms, codes, abbreviations and jargons from appropriate website, books, directory; • Capable to understand and apply courier and express terms, codes, abbreviations and jargons correctly in the routine operations and transaction; and

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	<ul style="list-style-type: none">• Capable to communicate with all parties involved in courier and express transaction effectively.
Remark	