

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Handling cargo collection and delivery of courier and express cargoes
Code	LOAFCT222B
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.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the basic knowledge of courier and express</p> <ul style="list-style-type: none"> • 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 <p>2. Receive and deliver courier and express cargoes</p> <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • 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 • Capable to complete courier and express cargo receipt and delivery of express according to the company's guidelines

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Remark	
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