

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Apply courier and express cargo concepts and knowledge
Code	LOAFCT228B
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.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the basic knowledge of courier and express cargo concepts</p> <ul style="list-style-type: none"> • 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 examples, 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 <p>2. Apply express cargo movement concepts</p> <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • 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
Remark	