

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Cargo Transport and Handling

Title	Implement courier and express cargo collection and transportation procedure
Code	LOAFCT232B
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
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the basic knowledge of courier and express cargo</p> <ul style="list-style-type: none"> <li>• Understand different types of courier and express services</li> <li>• Understand the procedures of courier and express cargo, including booking manifest, receipt, documents and delivery.</li> <li>• Understand express document flow, work flow</li> <li>• Understand the major codes, abbreviations and terms in different languages</li> <li>• Understand the procedures and principles of cargo movement in courier and express cargo centre</li> <li>• Understand the restrictions and requirements of courier and express cargo delivery, including packaging, types of goods, terms and charges</li> <li>• Possess basic knowledge of courier and express transaction</li> <li>• Possess the knowledge of handling customer face-to-face and problem-solving skills</li> </ul> <p>2. Implement the collection and transportation procedure of courier and express cargo</p> <ul style="list-style-type: none"> <li>• Handle the courier and express cargo documents according to the company's procedures</li> <li>• Handle RFID/handheld devices and software applications during courier and express cargo delivery and transportation</li> <li>• Handle clarification and collection of documents according to the cargo specification and company requirements</li> <li>• Understand the restrictions and requirements of courier and express delivery of goods, including packaging, types of goods, terms and fees</li> <li>• Coordinate with other departments and customers internally and externally, and handle receipt and delivery as required</li> <li>• 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</li> <li>• Ensure the working environment and safety measures for the execution of courier and express cargo transactions</li> <li>• Compile reports for any problems, suspicious and any violations to management in a timely manner, and seek solutions</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to apply appropriate techniques, facilities and related resources to implement courier and express service;</li> <li>• Capable to comply with the requirement of the company operations procedures, key performance indicators and other service requirement; and</li> <li>• Capable to report any violations to the company in accordance with company policies</li> </ul>
Remark	