

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

Functional Area - Cargo Transport and Handling

Title	Categorisation of courier and express service
Code	LOAFCT233B
Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to categorise different types of courier and express services. All related staff should apply such knowledge to perform courier and express transaction and offer services to the related issues as per company's policy.
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>• Know how to categorise the courier and express service as per company's policy including: <ul style="list-style-type: none"> <li>○ Direct/premier service</li> <li>○ Deferred service</li> <li>○ Postal service</li> <li>○ others</li> </ul> </li> <li>• Understand express charges for each categories of service</li> <li>• Understand names and abbreviations of different categories of service</li> </ul> <p>2. Apply courier and express service categorisation</p> <ul style="list-style-type: none"> <li>• According to company policies, budgets and requirements, effectively provide services to customers on the classification of different types of express goods and related issues</li> <li>• Provide internal and external messages and information of each service to the customer and colleagues</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 understand and explain different types of courier and express service correctly as per company's policy; and</li> <li>• Capable to introduce the most suitable service to customers</li> </ul>
Remark	