

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Record air freight incidents
Code	LOAFCT306B
Range	This unit of competency is applicable to air freight forwarders and logistics companies. Practitioners should be capable to record air freight incidents for carriers and consigners to effectively handle matters related to insurance and claims procedures.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of air freight incidents</p> <ul style="list-style-type: none"> • Understand reasons for air freight incidents • Master the method and skills of taking record of air freight incidents • Understand the importance of taking record of air freight incidents • Understand the air freight process and procedures • Understand the rights and responsibilities of different parties involved, such as: carriers, brokers, shipper • Understand cargo insurance and the claim procedures • Understand recording method and techniques of transport irregularities <p>2. Record air freight incidents</p> <ul style="list-style-type: none"> • Use the company's cargo transportation accident record sheet • Record in detail of damage to the goods or its packaging • Record the conditions of the cargo and handling details • Record the conditions of the re-packed cargo in case the freight transport has to be resumed • Record where and how the incident happened • Record involved document and the information about it • Make use of equipment to take record of the evidence on the spot • Arrange checking together with consignees • Properly keep the record for sending to senior levels or relevant parties • Share experience with operations, sales and any related departments on cause of incidents to minimise the reoccurrence
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to accurately fill in the record form regarding the air freight incidents; • Capable to apply knowledge of air freight to describe and record the main points of the incident; and • Capable to use suitable equipment to record and keep the evidence of the incidents
Remark	