

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

Functional Area - Cargo Transport and Handling

Title	Handle air freight cancellation procedures
Code	LOAFCT312B
Range	This unit of competency is applicable to airlines and air freight agents. Practitioners should be capable to follow consignor's instructions to handle air freight cancellation procedures properly.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of air freight cancellation</p> <ul style="list-style-type: none"> <li>• Understand air freight process and procedures</li> <li>• Understand rights and responsibilities of different participants involved in air freight process</li> <li>• Understand the reasons for air freight cancellation</li> <li>• Know about the customs operation of related countries</li> <li>• Understand the procedures and documentation required on air freight cancellation</li> </ul> <p>2. Handling of air freight cancellation</p> <ul style="list-style-type: none"> <li>• Master the instructions of air freight cancellation</li> <li>• Track the location of involved cargo and its conditions, such as whether it is undelivered, in-transit or being stored in freight stations, etc.</li> <li>• Inform the company which owns the cargo to make arrangement for detention and non-delivery of cargo</li> <li>• If the cargo is placed in restricted areas at airports or on board for delivery, consider the possibility of breakdown the container to retrieve the cargo</li> <li>• If the cargo has been shipped overseas, consider whether it should be sent back to its country of origin</li> <li>• Coordinate with relevant units (e.g. customs, airlines, etc.) according to designated procedures to retrieve cargo</li> <li>• Contact consignor and discuss about charges incurred and the arrangement</li> <li>• Follow instructions to arrange temporary storage of the cargo, return it to the consignor or dispose of it</li> <li>• Keep record of the incident and file related documents, etc.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> <li>• Capable to carry out cancellation procedures of air freight shipment according to consignor's request.</li> </ul>
Remark	