

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Handle unclaimed air cargo
Code	LOAFCT314B
Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to implement unclaimed cargo procedures properly according to consigner's instructions.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of handling of unclaimed air cargo</p> <ul style="list-style-type: none"> • Understand air cargo delivery procedures • Understand customs clearance procedures • Understand reasons for unclaimed cargo such as: <ul style="list-style-type: none"> ○ Refusal to collect ○ Loss of waybill • Understand law or company's requirements regarding cargo collection deadline • Understand the potential damages and risks of unclaimed cargo to the company • Understand way of handling unclaimed cargo and procedures • Understand the procedures for collecting freight charges and liabilities • Understand the time line of handling unclaimed cargo according to company's guideline <p>2. Handling unclaimed air cargo</p> <ul style="list-style-type: none"> • Understand from relevant persons the reason for the goods being unclaimed • Seek opinion from consignor or its agent when necessary to understand handling method and procedures • Perform stock taking, registration, and custody work • For suspicious cases, inform customs or law enforcement bodies for investigation • Adopt suitable handling method such as disposal, transfer to government departments or bodies, etc. according to company's operational procedures and classification of goods • Calculate and collect related charges from relevant persons • Pass to accounts department to handle • Knowledge and skills to speed up the handling of unclaimed cargo • Communication and negotiation skills that can help to speed up the resolution
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable to handle unclaimed air cargo according to consigner's instructions effectively
Remark	