

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Handle air freight discrepancies
Code	LOAFCT404B
Range	This unit of competency is applicable to companies related to air freight. Practitioners should be capable to handle air freight discrepancies according to company procedures and reduce cargo delay and loss.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the basic knowledge of air freight discrepancies</p> <ul style="list-style-type: none"> • Understand air freight workflow and procedures • Understand parties concerned with the workflow of air freight and their authority and obligations • Understand common causes of air freight discrepancies • Understand the remedial procedures for air freight discrepancies <p>2. Handling air freight discrepancies</p> <ul style="list-style-type: none"> • Acquire information about the air freight incident from frontline staff or other partners • Master the levels concerned, seriousness and urgency • Perform remedial work according to company's guidelines and remedial measures for general air freight incidents • Assess the effectiveness of remedial measures and the effects produced • Contact consigner or its agent to report the progress of handling the incident or seek its opinion • Make use of company's internal resources to organise and handle related affairs • Organise and contact other companies and relevant parties to handle air freight mistakes • Record the way and the procedures of handling the incident • Compile a simple report on how the incident was handled
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to propose effective solutions and reduce loss and impact according to different conditions and causes of air freight discrepancies; and • Capable to handle freight discrepancies properly according to the freight standard of the company and the aviation industry
Remark	