

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

Functional Area - Operations Management

Title	Handle freight problems caused by delay or cancellation of flights
Code	LOAFOM403B
Range	This unit of competency is applicable to airlines / air freight forwarders and express operators. Practitioners should be capable to handle freight problems caused by delay or cancellation of flights according to company's operation guide, minimizing loss suffered by company and customers.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the relevant knowledge of delay or cancellation of flights</p> <ul style="list-style-type: none"> <li>• Understand the general reasons for delay or cancellation of flights</li> <li>• Understand the extent of influence caused by flight delays such as occasional incidents (like breakdowns), short-term (like weather) or relatively long-term (like strikes), etc.</li> <li>• Understand the service goal of air freight</li> <li>• Understand the processes and measures for handling delay or cancellation of flights</li> <li>• Master information like other flights, flight paths, etc.</li> </ul> <p>2. Handle freight problems caused by delay or cancellation of flights</p> <ul style="list-style-type: none"> <li>• Acquire preliminary information about the incident and the extent of its influence</li> <li>• Analyse the reason for the delay or cancellation of flight</li> <li>• Assess the possible arrival time of goods</li> <li>• Determine the temporary storage location for goods such as apron or cargo terminals by their type and information</li> <li>• Report to the management about the incident, and suggest allocating resources for delivery or using other delivery methods</li> <li>• Acquire information about other flights or routes, cabin space, etc.</li> <li>• Analyse the possibility of using other flights or routes to complete the delivery</li> <li>• Contact relevant persons, ramp service companies, entrepot, and other airlines to make arrangement</li> <li>• Contact customers and explain the proposed solution</li> <li>• Complete the document arrangement and circulation according to the proposed solution</li> <li>• Assess loss and compensation caused</li> <li>• Record how the incident was handled</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 handle freight problems caused by delay or cancellation of flights effectively according to the actual situation and company's procedures, minimising loss suffered by the company and customers.</li> </ul>
Remark	