

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Categorisation of courier and express service
Code	LOAFSM204B
Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to categorise different types of courier and express services. All related staff should apply such knowledge to preform courier and express transaction and offer services to the related issues as per company's policy.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Basic knowledge of courier and express cargo</p> <ul style="list-style-type: none"> • Know how to categorise the courier and express service as per company's policy including: <ul style="list-style-type: none"> ○ Direct/premier service ○ Deferred service ○ Post service • Understand courier and express charges for each categories of service • Understand the specification of each categories of service • Understand names and abbreviations of different categories of service <p>2. Categorise express service</p> <ul style="list-style-type: none"> • Can explain and offer internally and externally to customers, counterparts and colleagues effectively about each service according to their budget and requirement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to understand and explain different types of courier and express service correctly as per company's policy; and • Capable to introduce the most suitable service to customers
Remark	