

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

Functional Area - Sales, Marketing and Customer Services

Title	Handle air freight cargo space booking procedures
Code	LOAFSM302B
Range	This unit of competency is applicable to air freight carriers and airlines. Practitioners should be capable to follow the organisation's procedures and requirements to correctly handle and reply to customers the procedures of cargo space booking.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of handling cargo space booking</p> <ul style="list-style-type: none"> <li>• Possess the basic and special knowledge of the air freight industry, including: <ul style="list-style-type: none"> <li>○ General work flow of air freight</li> <li>○ Characteristics of different routes, regions and airports</li> <li>○ Characteristics of different goods</li> <li>○ Requirements of different customers</li> </ul> </li> <li>• Understand the condition of cargo space offered by the company</li> <li>• Understand the specification of booking procedure and system of each air freight carriers and airlines</li> <li>• Understand the general responsibilities of carriers and their agents regarding carriage of goods</li> </ul> <p>2. Handle and reply to cargo space booking</p> <ul style="list-style-type: none"> <li>• Collect air cargo space booking requests</li> <li>• Understand loading capacity of aircrafts and make corresponding adjustment as early as possible</li> <li>• Communicate closely with load planner of different aircrafts according to relevant requirements or guidelines, and exchange opinions with them so as to achieve the best effect or fulfill the organisation's objectives with considerations such as: <ul style="list-style-type: none"> <li>• Aircraft's loading policy requirements</li> <li>• Current weather and flight conditions</li> <li>• Safety guidelines of monitoring organisation</li> </ul> </li> <li>• If flight transit is needed, closely liaise with colleagues at transit airport and be informed with the space condition of flights at each transit airport</li> <li>• If there is available cargo space in the aircraft, determine whether to confirm the priority status of those which are pending or under advance booking</li> <li>• Issue replies that clearly indicate the status: confirmed, unconfirmed, pending or rejected</li> <li>• Inform relevant organisations or persons</li> <li>• Use network system, electronic data interchange, fax or predetermined means of communication to reply the forwarding agent or consigner</li> <li>• Request the forwarding agent or shipper to respond with the same action, such as providing supplementary information or choosing other delivery routes, etc.</li> <li>• Arrange different booking orders and inform load planner of relevant bookings</li> <li>• Report to senior levels any special cases</li> <li>• Make document records</li> <li>• Use computer system or documents to correctly record status of bookings as: confirmed, unconfirmed, pending or rejected</li> <li>• Make use of computer system or manually set reply procedures or system to enable senior staff or relevant people to review the booking conditions</li> </ul>

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	<ul style="list-style-type: none"><li>• Take record of any special situations</li><li>• Develop automation and data compatibility with air freight carriers and airlines</li><li>• Develop platform to capture, share and update data to enhance efficiency</li><li>• Regular review on the system development with key business partners and introduce the trend to the company</li></ul>
Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"><li>• Capable to follow the organisation's procedures and requests to handle and answer customers regarding cargo space booking; and</li><li>• Capable to complete the delivery and filing of documents on air cargo space booking</li></ul>
Remark	