

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

Functional Area - Sales, Marketing and Customer Services

Title	Handling of the co-loading courier and express service
Code	LOAFSM404B
Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to handle the co-loading courier and express services. All related staff should apply such knowledge to perform courier and express transaction and offer services to the related issues as per company's policy, provide flexibility of courier and express service in different sizes of cities to obtain the best result.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of courier and express cargo</p> <ul style="list-style-type: none"> <li>• Understand different types and characteristics of express goods in different markets</li> <li>• Understand the concepts and operation of the express market in peer pallet trading</li> <li>• Understand individual express market trends and developments to establish effective peer pallet trading marketing programs</li> <li>• Understand co-loader's legal obligations and compliance with relevant regulations</li> <li>• Understand the market combination of different types of peer pallet transactions</li> <li>• Know how to maintain a good relationship with peers and develop a network related to peer pallet transactions</li> </ul> <p>2. Handle co-loading courier and express service</p> <ul style="list-style-type: none"> <li>• Obtain market intelligence, take care of the supply and requirements of pallets of different types of goods</li> <li>• Handling of documents and responsibility transfer issues for peer pallet transactions</li> <li>• Establish a message exchange mechanism</li> <li>• Ensure that all documents comply with relevant regulatory requirements and provisions to remind co-loaders to comply</li> <li>• Review periodically and notify co-loaders to ensure compliance with rules and regulations</li> <li>• Review regularly and update related management departments and associations</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to understand and explain different types of courier and express service correctly as per company's policy; and</li> <li>• Capable to introduce the most suitable service to customers.</li> </ul>
Remark	