Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle cargo tracking for customers
2. Code	LOCUSM213A
3. Range	This unit of competency is applicable to all kinds of sea freight, air freight and express companies. Practitioners should be capable to use basic information system or other channels to obtain data so as to confirm the locations and conditions of goods in the work flow and inform customers via different channels.
4. Level	2
5. Credit	3（for reference only）
6. Competency	<table><tr><td colspan="2">Performance Requirements</td></tr><tr><td>6.1 Basic knowledge of cargo tracking</td><td> - Understand the concept of cargo tracking, the technology and equipment used, and the work flow - Understand the importance of cargo tracking services to both the company and customers - Understand the technical requirements of information system used for cargo tracking - Understand the work flow and working procedures in the transport and logistics industry - Know about the documentation related to transportation of goods, such as bill of lading, air freight list, etc. - Know about the technology relevant to goods identification and global positioning system, etc. - Know about the compatibility and requirements for hardware and software for cargo tracking </td></tr></table>

		♦ Know about the modes of information exchange regarding cargo tracking and their pros and cons ♦ Master the basic knowledge of computer application
	6.2 Handle cargo tracking	♦ Capable to obtain information that can identify goods being tracked and handle tracking of relevant goods ♦ Capable to input data of relevant goods for tracking purpose ♦ Use computer software or operation system or other communication channels to track the locations and condition of goods ♦ Capable to give accurate answer to customers or relay the messages to them ♦ Capable to timely report to superiors and seek advice from them and then answer customers as instructed if the operating system or other communication channels fail to track the locations of the goods
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: (i) Under the guidelines or supervision of the company, capable to effectively use different methods and tools to track the locations and conditions of goods and inform customers of the situation; and (ii) Capable to timely report to superiors any difficulties or errors concerning cargo tracking and seek advice from them.	
8. Remarks		