

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Co-ordinate intermodal transport activities
2. Code	LOCUSM317A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying workplace procedures to monitor intermodal transport.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> 6.1 Know about intermodal transport <ul style="list-style-type: none">• Understand the operations of intermodal transport• Understand business operations in the transport and logistics related industry 6.2.1 Co-ordinate intermodal transport movements <ul style="list-style-type: none">• Identify and record intermodal transport movement• Monitor timetables to identify variations and recommend where action is required• Complete documentation to maintain intermodal transport movement records 6.2.2 Identify co-ordination problems <ul style="list-style-type: none">• Co-ordinate with business partners to obtain updated status/information of cargo flows• Monitor intermodal transport activities and identify problems (e.g., schedule delay and insufficient shipping capacity) 6.2.3 Inform customers of irregularities <ul style="list-style-type: none">• Inform customers of irregularities and deviations(e.g., difference between expected intermodal transport service and actual intermodal transport service provided) promptly, clearly and courteously• Report problems to customers promptly and provide possible solutions• Report and document irregularities
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none">• Capable of co-ordinating intermodal transport activities• Capable of identifying operational problems and communicating with customers and business partners
8. Remarks	