Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage freight transfers
2. Code	LOCUCT504A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of managing freight transfer with reference to relevant local and international standards, codes, and regulatory requirements.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of cargo handling and freight transport • Know about the principles of freight transport • Know about the principles of cargo handling • Understand the practices of freight transfer 6.2.1 Analyse freight transfer requirements • Identify international regulations and workplace policies for freight transfer • Obtain and analyse information on current and potential customers and their freight requirements with reference workplace policy • Identify special requirements (e.g. characteristics of cargo, and customer needs) • Evaluate appropriate options for freight transfer to meet the special requirements • Document selected options for freight transfer arrangements 6.2.2 Plan for freight transfer • Define the process requirements for freight transfer • Evaluate and establish appropriate workflow and systems to facilitate freight transfer • Identify and document human resources requirements to organise freight transfer • Initiate action to ensure staff are recruited/assigned/ trained in accordance with identified human resource requirements • Identify required facilities and equipment (e.g., office space, computer and communications equipment) and initiate action for appropriate assignment or procurements • Document/update quality standards and procedures for proposed freight transfer 6.2.3 Monitor freight transfer • Monitor freight transfer against identified quality standards and compliance with international regulatory requirements • Identify non-compliance with quality standards or regulatory requirements and take appropriate action to rectify any identified problems and prepare non-compliance report with suggested solution • Monitor customer satisfaction with freight transfer services using appropriate methods • Consider customer concerns and suggestions for service improvements • Complete reports and other required documentation related to freight transfer operations and report to relevant personnel 6.3 Review freight transfer operations • Monitor any changes in international codes and regulations relevant to freight transfer • Review and identify freight transfer requirements on a regular basis • Initiate effective action to ensure ongoing compliance of workplace procedures and regulatory requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of analysing freight transfer requirements • Capable of planning the procedures and systems for freight transfer • Capable of monitoring freight transfer • Capable of reviewing the effectiveness of freight transport operations
8. Remarks	