

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Implement quality management training programmes
2. Code	LOCUOM306A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of assuring staff quality by assisting in the implementation of quality management courses and training programmes for transport and logistics services.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Techniques for human resources management and programme management</p> <ul style="list-style-type: none"> • Understand the concept of quality management • Understand the importance of human resources and manpower quality within its quality management systems • Possess knowledge of the company's human resources policy in its quality management systems • Recognise competency specifications for the transport and logistics industry • Understand the company's logistics operations • Understand the requirements of monitoring organisations and the legal requirements for training of existing staff and new staff • Master the management techniques required for implementing training courses and programmes <p>6.2 Implement training courses and programmes</p> <ul style="list-style-type: none"> • Implement basic quality management courses and training programme with reference to the human resources development plan of individual companies' quality management systems so as to assure the quality of transport and logistics services <ul style="list-style-type: none"> ○ Assist in the planning and design of basic quality training courses ○ Assist in formulating the procedures and duration for training programmes ○ Assist in preparing materials for training programmes ○ Implement basic quality management courses ○ Conduct training course assessment • Identify suitable organisations to offer relevant quality management courses and programmes with reference to the human resources development plan of individual companies' quality management systems <ul style="list-style-type: none"> ○ Assist in searching for suitable training organisations ○ Assist in identifying suitable courses or training programmes ○ Communicate with training organisations ○ Assist in assessing suitable training organisations • Review the course effectiveness <ul style="list-style-type: none"> ○ Capable of making use of questionnaires to collect opinions from trainees on courses ○ Capable of assisting department heads to monitor trainees' progress after training • Establish file systems to systematically maintain suitable records for aspects on training, skills and experiences • Submit training information and record to monitoring organisations

Specification of Competency Standards for the Logistics Industry

Unit of Competency

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none">• Capable of elaborating the competency specifications of the transport and logistics industry in a simple way• Capable of assisting in the planning and design of basic quality training courses• Capable of effectively implementing basic quality training courses and programmes• Capable of systematically maintaining suitable records for aspects on training, skills and experiences
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM302A