

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Process orders
2. Code	LOWHCT207A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing tasks with reference to relevant order processing requirements, operating procedures, and safety guidelines and requirements (e.g. OSH requirements).
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Relevant knowledge of order processing</p> <ul style="list-style-type: none"> • Know about the principles and procedures of order processing • Understand the operations of logistics related industries • Understand workplace procedures and requirements <p>6.2.1 Identify the procedure and process of order picking</p> <ul style="list-style-type: none"> • Interpret workplace order picking procedures and relevant workplace documentation • Identify and locate stock location and allocation systems • Select appropriate handling equipment according to operating procedures and OSH regulations (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations) <p>6.2.2 Pick and dispatch</p> <ul style="list-style-type: none"> • Plan work requirements with appropriate documentation and equipment assembled • Identify and located storage zone for required products • Establish picking path • Select and stack appropriate pallets for orders to maximise stability and minimise cargo damage • Conduct cargo consolidation • Locate pallets/products in dispatch areas • Secure cargo and place orders in storage zones based on delivery schedule <p>6.2.3 Record stock levels</p> <ul style="list-style-type: none"> • Check storage areas and note stocks for replenishment • Complete records and documentation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying order picking procedures • Capable of handling order picking and dispatching • Capable of checking storage areas and recording stock levels
8. Remarks	