

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Manage storage and cargo handling services
2. Code	LOWHPD601A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of managing storage and cargo handling services with reference to established storage and cargo handling procedures and requirements.
4. Level	6
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Apply knowledge of storage and cargo handling services</p> <ul style="list-style-type: none"> • Confirm the requirements for cargo storage and handling services with the customer • Identify and address pre-storage issues for the types of storage and cargo handling services involved • Prepare sales contract • Determine a suitable storage and cargo handling mode • Determine and organise requirements for storage and handling of the cargoes • Determine and organise all required cargo insurance for the entire shipment • Complete documentation requirements for the storage and cargo handling services as per procedures and regulations • Supervise appropriate packaging for the freight involved as per regulatory requirements • Supervise appropriate warehousing, storage and stowage for the types of freight involved as per requirements • Supervise delivery arrangements to/from docks, airports or terminal • Check that all requirements for customs, quarantine and health clearance are being fulfilled • Provide suitable instructions to all parties involved in storage and cargo handling <p>6.2.1 Monitor the storage and cargo handling services</p> <ul style="list-style-type: none"> • Monitor and track the storage of goods and cargo handling using the available tracking systems • Identify problems in storage and cargo handling and initiate appropriate action to resolve the problems • Keep appropriate personnel and the customer informed of the progress of the cargoes and any action taken to resolve problems that may have arisen <p>6.2.2 Confirm completion of all forms and documentation</p> <ul style="list-style-type: none"> • Validate all required forms and other documentation as per procedures and regulatory requirements • Validate data in the information systems as per applicable procedures and regulatory requirements • Validate reports on problems that have arisen and related action taken as per procedures and regulatory requirements <p>6.3 Review the effectiveness of cargo storage and handling services</p> <ul style="list-style-type: none"> • Review the customer requirements on a regular basis • Determine the performance standard • Evaluate the current performance • Identify gaps between standard and actual performance • Provide recommendations to enhance service level to meet the determined standard
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of managing and organising the storage and cargo handling services • Capable of monitoring the storage and cargo handling services • Capable of reviewing the effectiveness of cargo storage and handling services
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency