

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Investigate the cause of the damage to goods and handle follow-up tasks
Code	LOCUOM310B
Range	This unit of competency is applicable to experienced practitioners and supervisors in the field of surveying. Practitioners should be capable to investigate the cause of the damage to goods and handle follow-up tasks.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the common types of goods</p> <ul style="list-style-type: none"> • Understand the common types of goods, for example, general cargoes, chilled and frozen goods, liquid cargoes, bulk cargoes, DG and heavy and outsize goods. • Understand the characteristics of various types of goods, packaging requirement and special arrangement for transportation <p>2. Investigate the cause of damage to goods</p> <ul style="list-style-type: none"> • Capable to handle the following tasks: <ul style="list-style-type: none"> ○ Collect related information on the damage, for example, lost reports and images. ○ Collect related information on loading, transportation and storage from accident reports, for example, temperature records and receipts of goods. ○ Conduct sample testing if necessary ○ Investigate the cause of damaged/loss goods based on the available information <p>3. Handle follow-up work</p> <ul style="list-style-type: none"> • Capable to handle the following tasks: <ul style="list-style-type: none"> ○ Ask the owners of the goods if he/she will submit a claim and how to handle the damaged goods ○ Assist the owners of the goods with handling damaged goods, for example, destruction of goods or auctions. If the owners decide to return the goods, the practitioner needs to contact the shipper for returning the goods/handling the damaged goods. ○ If the client is a carrier or insurance company, the practitioner needs to contact the client for instructions of handling the damaged goods. ○ Complete survey reports
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to investigate the cause of the damage to goods and complete survey reports; and • Capable to handle follow-up tasks according to the instructions from the owners of the goods or clients.
Remark	