

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Co-ordinate multimodal transport activities
Code	LOCUSM317B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying workplace procedures to monitor multimodal transport.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand multimodal transport</p> <ul style="list-style-type: none"> • Understand the operations of multimodal transport • Understand business operations in the transport and logistics related industry <p>2. Co-ordinate multimodal transport movements</p> <ul style="list-style-type: none"> • Identify and record intermodal transport movement • Monitor timetables to identify variations and recommend where action is required • Complete documentation to maintain intermodal transport movement records <p>3. Identify co-ordination problems</p> <ul style="list-style-type: none"> • Co-ordinate with business partners to obtain updated status/information of cargo flows • Monitor intermodal transport activities and identify problems (e.g., schedule delay and insufficient shipping capacity) <p>4. Inform customers of irregularities</p> <ul style="list-style-type: none"> • Inform customers of irregularities and deviations(e.g., difference between expected intermodal transport service and actual multimodal transport service provided) promptly, clearly and courteously • Report problems to customers promptly and provide possible solutions • Report and document irregularities
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of coordinating multimodal transport activities; and • Capable of identifying operational problems and communicating with customers and business partners
Remark	