

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Co-ordinate special cargo operation (domestic transport)
Code	LOSACT305B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of co-ordinate special cargo handling – domestic transportation duties to ensure cargo can be transported as per relevant regulatory requirement, customers' requirement and company's policy.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of general operation functions and special cargo characteristics</p> <ul style="list-style-type: none"> • Know about general operation functions relevant to cargo domestic transportation • Understand the requirement of handling special cargo including frozen food, halal logistics, oversize cargo, wine and special packing • Understand company's procedure, existing capability, and restriction of handling special cargo • Understand existing subcontractors' procedure and capabilities of handling special cargo • Know business operations in logistics related industries <p>2. Monitor special cargo domestic transportation</p> <ul style="list-style-type: none"> • Co-ordinate with all parties involved in the transaction internally and externally • Ensure all parties understand the customers' requirement • Monitor the transaction as per instructions and procedure set up <p>3. Solve operational problems</p> <ul style="list-style-type: none"> • Identify potential and actual problems • Collect data and information for analysis the root cause of the problem • Create multiple solutions and propose to the company • Implement the selected solution • Evaluate the effectiveness of the solution against workplace requirements • Evaluate the effectiveness and efficiency of solution to optimise the results • Consider change of SOP and KPI if structural problem identified <p>4. Complete cargo operation</p> <ul style="list-style-type: none"> • Establish performance report as per customers' requirement
Assessment Criteria	<p>The integrated requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of co-ordinating and monitoring domestic transportation functions of special cargo; • Capable of providing and applying problem solving skills; and • Capable of reporting the progress and continuous improvement
Remark	