

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Cargo Transport and Handling

Title	Handle transshipment of special cargo
Code	LOSACT403B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to handle transshipment of special cargo according to the regulatory requirement.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand the transport requirement and handling requirement of special cargo <ul style="list-style-type: none"> <li>• Understand the basic principles of cargo transportation, cargo handling and transshipment cargo</li> <li>• Understand the standard and handling requirement of special cargo such as oversize cargo, frozen cargo and halal logistics</li> </ul> </li> <li>2. Assess the transshipment requirement of special cargo <ul style="list-style-type: none"> <li>• Identify international regulations and workplace policies and regulations for the transshipment cargo</li> <li>• Assess the needs of the company's current and potential customers in this regard</li> <li>• Analyse the transshipment requirements of special cargo of current and new customers, including the characteristics of the cargo</li> <li>• Explore appropriate transshipment options to meet customer requirements</li> </ul> </li> <li>3. Plan and provide transshipment service of special cargo <ul style="list-style-type: none"> <li>• Plan the process of special cargo transshipment according to the company procedures and customer requirements</li> <li>• Tailor-made a cargo transshipment workflow and system that can facilitate specific customers</li> <li>• Calculate and evaluate the resources required for handling cargo transshipment</li> <li>• Provide training and other resources and special facilities and equipment needed for distribution as per the requirement of human resource, such as space availability, computer and communication equipment, software</li> <li>• Establish and update standards and procedures</li> <li>• Develop key performance indicators and measurement tools to test the company's compliance</li> </ul> </li> <li>4. Manage transshipment of special cargo <ul style="list-style-type: none"> <li>• Manage transshipment cargo in accordance with specified quality standards</li> <li>• Detect and analyse non-compliance with quality standards or regulatory requirements and report</li> <li>• Take corrective and preventive actions to correct any identified and potential problems</li> <li>• Compile report, feedback the current situation and suggest the necessary solutions</li> <li>• Review and ensure that customer satisfaction meets company guidelines</li> <li>• Review regularly with external customers to identify potential problems</li> <li>• Compile the reports and other necessary documents related to the freight business and report to the company</li> </ul> </li> </ol>
Assessment Criteria	The integrated outcome requirements of this unit of competency are:

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	<ul style="list-style-type: none"><li>• Capable of handling the transshipment of special cargo in accordance with customer requirements, company guidelines and international regulations;</li><li>• Capable of preparing special cargo procedures and systems according to the transshipment cargo handling process;</li><li>• Capable of reviewing the effectiveness and efficiency of freight business based on the company's purpose and goals; and</li><li>• Capable of compiling relevant reports for use as an operational index management system</li></ul>
Remark	