

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Smart Logistics

Title	Perform logistics supporting services through e-platform
Code	LOSAEL301B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of using public, private or self-developed e-platforms in the logistics operations so as to enhance the effectiveness and reliability of the operation.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess basic knowledge of logistics e-platform</p> <ul style="list-style-type: none"> • Understand the concept of e-platform including web development, apps development and other e-format communication, alert and information interchange technologies and their pros and cons • Understand the transport workflow and operations of the company • Understand the communication flow of the entire operation between customers and the company and any other related parties • Understand the importance of e-platform to the transport workflow • Understand the functions and working procedures of e-platform • Understand the privacy function and the level of access to document and information for e-platform • Understand the legal concern and liabilities using e-platform communication • Understand the risk, safety and security issues of e-platform • Understand the market practice and trend <p>2. Apply logistics e-platform to the logistics operations</p> <ul style="list-style-type: none"> • Use logistics e-platform to prepare, transmit, release, upload, download and save general documents and accessing updated information • Use e-platform for cargo tracking and market transactions in the industry • Select and decide on the nature of individual e-platforms, and level of data access, the identity of personnel receiving and handling data, and confidentiality of data for the platforms • Record and save e-platform operations • Extend all data, results or feedback to in-house operations upon completion of the logistics operations • Participate in training and workshops organised by logistics e-platform service providers • Obtain the latest information from e-platform service providers and master its influence on daily operations • Ensure the compliance of data and unique response time in the e-platform according to the SOP/KPI
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of using effectively the functions of e-platforms and master the procedures of using the e-platform software; • Capable of handling, transmitting and analysing data relevant to the logistics operations on e-platform according to the operational needs of the company and the users; • Capable of making use of the e-platform operations records in the in-house operations according to the operational needs of the company; and

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	<ul style="list-style-type: none">• Capable of ensuring the compliance of data and unique response time in the e-platform according to the SOP/KPI
Remark	