

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Merchandising and Supply Chain Management

Title	Provide logistic support
Code	104981L4
Range	This unit of competency (UoC) is applicable to logistic support staff in the retail industry. It requires critical analysis and judgement. It covers the abilities to confirm the supports required for the retail units and arrange appropriate resources to ensure that the goods are delivered to these units.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of logistic support <ul style="list-style-type: none"> • Master the logistic support process and procedures of the organization • Understand the service pledge of the logistics department • Understand the importance of efficient logistics management to the retail business • Understand different logistics regulations or standards, e.g.: <ul style="list-style-type: none"> • International Organization for Standardization (ISO) • Road and rail regulations • International Maritime Dangerous Goods (IMDG) Code • Occupational health and safety • Customs ordinances • Import and export licences • Taxes and tariffs • Understand the organization's logistics facilities for the retail business 2. Provide logistic support <ul style="list-style-type: none"> • Coordinate with the retail units to confirm their needs for logistic support • Analyze the logistic support modes and skills suitable for respective retail units • Work out the support plan, as well as the services and resources provided, with the retail units, including: <ul style="list-style-type: none"> • Transport vehicles • Manpower • Delivery schedule • Delivery document • Other related measures • Implement and monitor logistic support activities • Review the effectiveness of logistic support with the retail units regularly, and adjust the support plan for greater effectiveness when necessary 3. Exhibit professionalism <ul style="list-style-type: none"> • Comply with ordinances related to freight logistics when providing logistic support services • Prevent any abuse of power or malpractice, such as abuse / misappropriation of the organizational assets and theft, in a professional manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Confirm logistic needs of the retail units in order to provide support; and • Implement, monitor and review the logistic support plan to achieve the best goods supply solution, and avoid overstocking or understocking in retail locations.
Remark	