Specification of Competency Standards for the Logistics Industry (Land Transport & Distribution) in Hong Kong

(1st Edition)

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Chapter 1

Introduction

<u>Industry Background</u>

1.   Logistics encompasses major organisational activities. It not only includes customer service, transportation, inventory management, and order processing but also entails supporting activities such as warehousing, purchasing, cargo consolidation, materials handling, packaging, and information maintenance. Logistics activities are performed in support of product movement. They are increasingly emphasised by many enterprises as an area for improving their cost and service performance. Logistics management contributes to international trade and economic development. This role is prominent as the global economy has become more interconnected and interdependent. In facilitating international trade, logistics makes products available to consumers at lower prices and allows specialisation of industries. The increasing globalisation of production and markets will also rely on logistics activities to co-ordinate cost-effective product flows within and across national borders, in particular for multi-national enterprises to enhance their profitability and service performance.

2.   Logistics efficiency and service performance are considered the key indicators that determine a country's competitiveness. Hong Kong has emerged as a world-class city. It has evolved from being a traditional freight forwarding centre into a logistics hub of global importance. Logistics is one of the pillar business sectors servicing Hong Kong's economy. In 2010, there were over 12,000 firms in the logistics industry with over 100,000 people employed, representing 2.7% of the total employment in Hong Kong. The value added contributed by the logistics industry in 2010 exceeded HK$82,400 million, contributing to about 4.8% of Hong Kong's gross domestic product (GDP). The logistics industry exists to serve the need of enterprises for cargo movement. In addition to the traditional freight forwarding and intermodal transport activities, logistics service providers (LSPs) perform other activities including warehousing, packaging, procurement, and customs clearance. LSPs carry out these activities at user's requests to improve their logistical cost and service performance.

3.   Hong Kong seeks to position itself as an international shipping and logistics hub. There are different factors that determine the success of Hong Kong as a global logistics service centre, which include (1) Hong Kong's ideal location, (2) a large repository of educated workforce, (3) efficient customs, (4) a well-established legal system, and (5) excellent logistics facilities. Hong Kong is an international aviation centre as well as one of the world's busiest container ports. The logistics industry is renowned for its quality services that facilitate international trade flows. This logistical reputation attracts foreign investors to base their inventory management and product marketing activities in Hong Kong. With the Pearl River Delta (PRD) region as the hinterland, manufacturers in southern China are the service targets of many LSPs in Hong Kong. For manufactured products to reach overseas markets at the right time and in the place at low costs, it is natural for LSPs in Hong Kong to expand their service scope beyond the traditional freight forwarder's role to satisfy the escalating user requirements for logistics services.

Logistics Performance Index (LPI)

4.   The Logistics Performance Index (LPI) is a benchmarking tool created and developed by the World Bank. It is useful for individual countries to identify the challenges and opportunities as they undertake international trade and logistics activities. According to the LPI, Hong Kong ranked 8th and 13th in 2007 and 2010, respectively. In comparison with its regional competitors, both Singapore (ranked 2nd) and Japan (ranked 7th) received higher LPI scores in 2010. The areas that are highly regarded for Hong Kong include: timeliness (scoring 4.33 out of 5.00), infrastructure (scoring 4.06), and tracking & tracing (scoring 4.06). The areas that need improvement actions, those that score between 3.00 and 4.00, include logistics quality & competence (scoring 3.99), customs (scoring 3.84), and international shipments (scoring 3.78). The area receiving the lowest score on the LPI is domestic logistics costs with a score of only 2.66.

5.   The LPI covers logistics activities spanning the entire logistical chain for product movement and is a useful index to compare logistics performance across countries. It is a multi-dimensional tool for evaluating different facets of logistics performance. The results of the LPI in 2007 suggest that better logistics performance could lead to trade expansion, export diversification, ability to attract foreign direct investments, and economic growth. Trade procedures, transport and telecommunications infrastructure, and the domestic market for support services are important factors conducive to growth in the local economy. Germany and Singapore received the highest and second highest ranks, respectively, according to the LPI released in 2010, where the index reflects a gap in the logistics performance between high- and low-income countries. With the logistics services market being open to foreign competition, there will be pressure for local LSPs to improve their service quality and cost efficiency with price reductions. The need for performance improvement is particularly prominent for trucking and customs brokerage where efficient service delivery is emphasised by shippers to ensure the reliability and predictability of their product flows. If product flows are unreliable, shippers will need to incur inventory buffering cost to mitigate potential stock-out problems caused by service failure of their LSPs.

6.   LPI 2010 is also helpful for government agencies to identify their priorities as they seek to support private sectors in developing logistics service capability:

- Availability and quality of trade-related infrastructure is important for logistics performance. For example, information technology (IT) infrastructure is widely available and used as an enabler for trade activities, even in low-income countries. Governments may encourage private sectors to adopt technology to support their logistics activities.
- Countries relatively poor in logistics performance need quality physical infrastructure such as ports or roads, highlighting the priority for resource allocation by their governments.
- Efficient border clearance and co-ordination of the various agencies involved in customs clearance is another key issue. The LPI suggests that these customs clearance activities are a major cause for additional, sometimes redundant, paperwork and inspection processes.
- Another major challenge relates to the integration of the global trading system. As the trend for globalisation intensifies, it is desirable for enterprises to better integrate their operating systems with their international business partners such that the product flow activities can be co-ordinated in a more timely and cost-effective manner.

7.   There is an encouraging message from the LPI 2010. The trend of using standardised IT solutions in support of logistics activities continues to grow worldwide. Logistics performance in many countries is improving steadily. Continuous enhancement in logistics performance can be accounted for

by a global trend of standardisation in service provision, especially in container, airfreight, express cargo, and contract logistics. The current economic development, fuelled by the booming Chinese economy, will further promote this trend.

Current Situation in Hong Kong

Social and demographical

8.   From the social and demographical perspectives, the logistics industry is a major industrial sector determining the employment and economic environment of Hong Kong. In 2010, 21.6% employees were female and 78.4% were male. According to the Manpower Survey of the Transport Logistics Industry, the manpower requirements in the industry were 77,136 in 2004, 84,523 in 2006, 100,669 in 2008, and 104,305 in 2010. These figures reflect an increasing trend of manpower requirement in the logistics industry in Hong Kong. Between 2008 and 2010, the distribution of logistics manpower by level was: 48.89% at operational level, 30.87% at clerical level, 13.11% at supervisory level, and 7.13% at managerial level. In the same period, the preferred education and qualifications of employees at operative level (i.e., lower secondary or below) increased by 10.15%, clerical level (i.e., upper secondary) increased by 8.66%, supervisory level (i.e., post secondary) decreased by 31.55%, and managerial level (i.e., first degree or above) decreased by 16.64%. The unemployment rate of the logistics industry in 2009 was 4.8%, slightly below Hong Kong's overall unemployment rate of 5.3%. However, the unemployment rate of the industry decreased by 1%, reaching 3.8% in 2010, which was slightly below Hong Kong's overall unemployment rate of 4.3%.

Technological

9.   On the technological side, there has been an industry-wide adoption of IT applications among LSPs in Hong Kong. These applications can be broadly categorised into intra- and inter-firm IT systems. Intra-firm IT systems are used to facilitate co-ordination among different functions within a firm. Exemplary applications include warehouse management systems, Intranet, bar-coding, radio frequency technology, and ERP systems. Inter-firm IT systems are used for communication among partners including shippers and consignees beyond organisational boundaries such as INTTRA. These IT applications are helpful for reducing duplication in tasks and paperwork, and the time and cost of administration.

10.   The technological development can be categorised into the following areas:

- Warehousing: Bar-coding, inventory management systems, warehouse management systems, and order management systems have been extensively implemented to support warehouse operations, administration, and management. Application of logistics information systems not only improves the effectiveness and efficiency of operation processes but also enables warehouse operators to perform various value added logistics functions, such as Just-in-Time (JIT) logistics, Vendor Managed Inventory (VMI), Finished Goods Inventory (FGI) distribution etc.
- Transportation: EDI, bar-coding, fleet scheduling, track and trace systems, and Global Positioning Systems (GPS) are commonly used IT applications in land transport. Such systems enhance the track and trace ability by improving the visibility of information between customers and logistics service providers (e.g., order status, security, location, and delivery schedule). While road cargo systems and on-board trucker systems have been recently launched, the

application of EDI, GPS, and RFID helps increase flexibility in fleet management and maximise the cost effectiveness of trucking operations.

- Supporting Logistics Activities: With the technological advancement in the past decade, logistics service providers are now able to offer a wide range of value added activities (e.g., JIT, VMI, label printing, installation, pick and pack etc.) to attract customers and improve their competitiveness. Due to the use of information systems and automation of operation processes, logistics service providers can collect timely and accurate data from customers, improve their value chains, and facilitate cargo flows with the traditional freight business.

11.	There are numerous benefits of adopting IT applications in the logistics industry, which include improving operations efficiency, raising customer service level, offering quick response, ensuring information accuracy, streamlining processes, controlling different logistics functions, informing decision-making, and reducing paperwork. In Hong Kong, the majority of the LSPs are small and medium enterprises lacking economies of scale and capital resources to benefit from IT applications. There are also barriers to technological adoption such as insufficient financial support, inadequate knowledge by employees on the implementation of IT applications, lack of expertise in IT, and lack of suitable logistics-related systems or software. Nevertheless, the evolution of Web-based EDI, together with efforts from both the government and the private sector, has helped ease the problems by providing affordable software and developing value added information exchange platforms such as the Digital Trade and Transportation Network (DTTN).

Economic

12.	Regarding economic contribution, the logistics industry, together with trading, is one of the four pillar industries of Hong Kong along with financial services, tourism as well as producer and professional services. In 2010, the industry contributed over HK$82,400 million with an average annual increase of 1.5% since 1999, representing about 4.8% of Hong Kong's GDP. The prosperity of the logistics industry tallies with the economic cycle. When economic activities are booming, demand for logistics services will become strong. Consumer and industrial demands for goods and services will trigger the needs for logistics services, and vice versa. For instance, starting from the second half of 2008, the global economic slump has caused a fall in the volume of international trade. During the period between 1999 and 2009, demand for freight transport increased 6.5% per annum, reaching HK$5,161 billion in 2009.

Political

13.	Other than the advantages of strategic location and adequate infrastructure, government policies are supportive of developing the logistics industry. Hong Kong is characterised with a high degree of political stability with free trade and low tax rate policies. These characteristics are attractive to foreign enterprises to set up branches and headquarters in Hong Kong. China's 11th Five Year Plan urges the special administrative regions (Hong Kong and Macau), provinces, and municipalities to improve connectivity between their different transportation systems. This macro-economic plan also urges the creation of a comprehensive logistics network at the national level with the aim of increasing logistics efficiency by complementing the strengths of individual regions. Infrastructure projects such as the Hong Kong-Zhuhai-Macau Bridge and the Guangzhou-Shenzhen-Hong Kong Express Rail Link are examples targeted at improving the connectivity between the transportation systems of Hong Kong and those of the Chinese mainland, enhancing accessibility to the PRD region. This transport infrastructure development facilitates cargo and passenger flows between Chinese regions, opening up business

opportunities for the logistics industry, especially in land transport. Since the entry of China into the WTO in 2001 and the signing of the Closer Economic Partnership Agreement (CEPA) with the Chinese mainland, LSPs in Hong Kong have been permitted to establish wholly-owned subsidiaries on the Chinese mainland. Sharing the same hinterland and market with their mainland counterparts, LSPs in Hong Kong are operating under competitive pressures in terms of cost, service level, reliability, and so forth. The permission for Hong Kong-based LSPs to set up subsidiaries on the Chinese mainland is favourable for them to implement logistics solutions more effectively. In particular, for the warehousing and value added logistics functions, many LSPs have re-located their warehousing facilities in the PRD region to take advantage of low land and labour costs there. On the other hand, there is support by the Hong Kong Government to enhance the competitiveness of the logistics industry especially for the trucking sector. Examples include the project of On-Board Trucker Information Systems (OBTIS) initiated by Hong Kong Productivity Council. OBTIS is an Information and Communication Technology (ICT) platform that helps improve efficiency in fleet management and connectivity between truckers and traders along the value chain. The project is now fully implemented, involving 500 trucks. The road cargo system has been launched since 2010 to overcome the lack of electronic infrastructure for customs clearance of cargos in road transport. This system also enables electronic cargo information submission by importers and exporters to customs in advance.

14.   Hong Kong's logistics industry has been competing with regional rivals, such as Singapore, Shenzhen, and Shanghai, on logistics services in terms of cost and quality. The industry should develop additional strengths beyond its traditional advantages to remain competitive in the region. Skilled talent, efficient customs, sophisticated infrastructure, and service quality are desirable elements for long-term competitive development. To compete on cost and efficiency, the logistics industry needs to leverage its traditional advantages with enhanced cost and service performance. For instance, Hong Kong seems to have lost out as a preferred regional transshipment hub since 2000. To compete, it needs to integrate with the PRD hinterland and develop itself as an inter-modal logistics centre with door-to-door services (in contrast to port-to-port) with inland haulage to enrich the service scope of the logistics industry. Moreover, LSPs need to broaden their service menus and increase their capital investment in logistics information systems. The offering of value added logistics services such as JIT, VMI, and RFID implementation are expected to be the trend. Projecting the future of the logistics industry, the import and export trade are expected to continue to grow as a result of the prospering Chinese economy. As production sites shift to the PRD region, the logistics industry in Hong Kong is constantly evolving, where the PRD region will become strategic partners rather than competitors. Forming strong strategic partnerships with LSPs for regional and global markets will re-define the country's and region's competitiveness.

15.   The Transport Logistics Training Board published a manpower survey report in 2010. According to the report, the competitive edge of Hong Kong can be attributed to its prime location, world-class infrastructure, physical and information connectivity, culture for excellence, and friendly business environment. It has been widely acknowledged that the frequency of sailings and flights, the massive network, the concentration of trading firms, the pool of well-educated, well-trained, and well-skilled manpower are key factors for Hong Kong's success as the container transport hub and airfreight hub in southern China. However, Hong Kong's status as a transport hub has been under attack. It was found that Hong Kong's share in trade volume had not been growing at the same rate as that of China. Furthermore, Hong Kong's infrastructure development has fallen behind. The report has also pointed out that the workforce in the industry specialises mainly in physical cargo operations. Although a lot of people in the industry have acquired the knowledge and concepts of logistics throughout the year, most of them could not put them into practice. It is important for practitioners to put theory into practice. On the other hand, the report suggests that serious consideration should be given to the issue of whether a

loss of talent might have happened from the logistics industry to other industries when people were to compare the relatively slow growth of the logistics industry. Human resources are one of the key superiorities for Hong Kong. It is essential for Hong Kong to enhance its human resources in terms of competence, effectiveness, and efficiency in order to compete with other regions. The report also puts forward the following two views: (1) it is necessary to adjust manpower resources to ensure more efficient and effective operations, and (2) it is essential to consolidate knowledge to provide a pool of capable manpower.

Specification of Competency Standards

16.   In view of the industry's current situation and future development trend, it is imminent that a Specification of Competency Standards (SCS) be formulated to provide a solid framework for training to enhance the industry's technical capability, competitiveness, and quality of service.

17.   The SCS consists of competency standards for different levels. Competency standards are benchmarks for the industry-specific knowledge, professional skills, and soft skills required for performing different job functions of the industry. The functional areas and competency standards under the SCS are practical and competence-based. The SCS not only sets out the professional knowledge and skills required for today, but has also taken into consideration factors such as the development trends of both the industry and society.

18.   In the long run, this industry-recognised SCS will become the blueprint for training. It will not only ensure training providers to meet the industry's present and future needs by offering training courses covering all the knowledge and skills required, but will also provide employees with a clear set of learning pathways, so that they can draw up their own learning and career road maps. As such, the SCS will complement the full-scale implementation of the Qualifications Framework by the Government.

19.   Taking into account the current situation and future development of the industry, the Logistics Industry Training Advisory Committee (ITAC), comprising representatives of employers, employees, the Government, and professional bodies of the industry, has prepared a preliminary version of *SCSs for the Logistics Industry* with reference to the standards and formats adopted on the Chinese mainland and overseas. It is hoped that the SCSs will provide clear guidance for practitioners to devise their own learning and career road maps.

Specifications of Competency Standards (SCSs) for the Logistics Industry

20.   In 2010, the SCSs for the logistics industry have been formulated to provide a framework for training in the Air Freight & Express and Shipping branches. To enhance the entire logistics industry's capability and competitiveness, the SCSs for the Logistics Industry release in 2013 will cover the remaining three branches of the logistics industry: (1) Land Transport & Distribution, (2) Terminals, Warehouse, & Logistics Centre, and (3) Supporting & Ancillary Services.

Membership of the SCS Drafting Sub-committee:

Convenor
Mr Kelvin KO

Deputy Convenor
Mr Alan LEUNG

Members
Mr Joseph CHAN
Mr CHAN Ming Leung
Captain CHAN Kam Wing
Mr CHAN Sam Choi
Mr HO Ka Sing
Mr Nelson LEE
Mr Paul LI
Ms Iris LIU
Mr TAM Wai To
Mr Jackson TSANG
Ir Dr Paul TSUI
Mr Terence WONG
Mr Ricky WONG, MH
EDB Representative

Co-opted Members
Mr CHAN Chor Ping
Mr Stephen KUK
Mr Duncan LAM
Mr WONG Yu Loy

Chapter 2

Qualifications Framework

Hong Kong Qualifications Framework

21.   The Logistics ITAC was set up by the Education Bureau to facilitate the implementation of the Hong Kong Qualifications Framework (QF) in the industry. The proposed QF is a voluntary system. It is a seven-level hierarchy that provides benchmarks for determining the level of complexity and difficulty of individual competencies. It is also used to order and support qualifications of different natures and titles. The QF is underpinned by an independent quality assurance (QA) mechanism that would enhance recognition and acceptance of the qualifications in the industry, irrespective of the mode and source of learning.

22.   The Logistics ITAC is responsible for the development of a task-based SCS for the core functional areas of the industry. The SCS, being comprised of Units of Competencies (UoCs), provides not only quantitative and qualitative specifications on the competencies required for specific tasks, but also the integrated outcome requirements as well as information on the QF level and credits.

23.   The SCS is useful to vocational education and training providers in their vocational curriculum design, and to HR personnel in their staff development. It may also serve as a set of industry benchmarks for the recognition of exemplary performance and the award of qualifications. The SCS is the cornerstone for the enhancement of the industry's competitiveness and sustainability in the long run.

24.   The QF aims to provide clear learning pathways for individuals to draw up their own road maps to obtain quality-assured qualifications. Learners may either pursue a specific learning pathway to upgrade their skills in a particular area of specialisation in a gradual and orderly manner (vertical development), or progress through traversing learning pathways to become multi-skilled (horizontal development). Through the full-scale implementation of the QF, we will foster an environment and culture conducive to lifelong learning and continuing education in the industry. With the active participation of employers and employees, as well as wide acceptance of the industry, the QF will also encourage the development of quality training programmes by training providers to meet the needs of the community and the industry.

QF Levels

25.   The QF is a seven-level hierarchy, of which level 1 is the lowest and level 7 is the highest. The outcome requirements of each level are defined by a set of generic level descriptors (GLDs) (Appendix 1), which stipulates the complexity, demand, and challenges of each level in the following four dimensions:

                a. Knowledge and intellectual skills;
                b. Processes;
                c. Application, autonomy and accountability; and
                d. Communication, IT and numeracy.

A QF level is assigned to every UoC (Chapter 4) with reference to the GLDs. It is noteworthy that the competency elements in a UoC may fall in some or all of the GLD dimensions. Therefore, QF level assignment is essentially a holistic judgment on the unit's integrated outcome requirements.

26.   QF levels are discrete. That is to say there cannot be assignment of UoC in-between QF levels. Also, a UoC that cannot fully match the competency requirements of one dimension or more of a particular QF level should be assigned to the next lower level.

Chapter 3

Competency Standards

Major Functional Areas of the Logistics Industry

27. As proposed by the Logistics ITAC, the Specification of Competency Standards (SCS) for the Logistics Industry may consist of the following major functional areas:

(i)   Sales, Marketing and Customer Services
        As the logistics industry is customer-oriented, service providers should understand customers' needs in order to provide services to their satisfaction. Organisations should employ different knowledge, methods, and techniques relevant to sales and marketing to deal with their existing and potential customers. Apart from having a fair understanding of their own trades with respect to their operations, services provided and operational procedures, practitioners should also possess certain knowledge about the market and their customers in order to assist in expanding the market, promoting products and services, and formulating strategies for competition. They should be able to communicate with and maintain a good relationship with their customers, to contact potential customers, and to manage and provide customer services.

(ii)   Planning and Design of Logistics Solutions
        This functional area arises in response to the development trend of the logistics industry. As different trades of the industry co-operate in supply chain management for a more integrated operation, it gives rise to increasing opportunities for the planning and design of import logistics solutions and provision of services to customers in the form of partnership. Practitioners should possess the know-how required for planning and designing logistics solutions in different scales and areas, and for different cargo types. Besides understanding the concepts of multi-modal and value-added services, they should also be capable of designing logistics solutions for operation on the Chinese mainland, especially southern China and the PRD region. They should take part in co-operating with business partners from different logistics areas to enhance the competitiveness of their organisations.

(iii)   Import/Export Documentation
        The logistics industry is a service industry that has arisen from international trading activities. It mainly involves the arrangement of delivery and conveyance of cargoes, information, and capital in their course of transaction. The skills required for cargo delivery are listed in the functional area of Cargo Transport and Handling. For information and capital, though the traditional way of document circulation is still commonly used, electronic documentation has begun to take the lead. The functional area of import/export documentation involves understanding the functions, issuing systems, usage and handling skills for various documents. In order to handle cargo import/export efficiently and legally, practitioners should understand clearly the business flow of the import and export trade; know how to calculate prices and prepare quotations; understand and handle all kinds of import/export documents, letters of credit and documentary bills, and international trading provisions and terms set by trade associations; possess skills and knowledge relevant to e-trade declaration service, tariffs, and trade practices of the Chinese mainland, as well as customs declaration and bonded warehousing.

(iv)   Cargo Safety and Security

The functional area of cargo safety and security is unique to the logistics industry. In order to meet the ever-stricter requirements imposed by international conventions and the industry, the job functions of cargo safety and security have become increasingly specialised, thus forming an independent functional area itself. This area involves the handling of transport and storage safety, security with respect to the nature of the cargo, and the impact of external interference on the cargo, human bodies, facilities, and logistics operations. It requires practitioners to have knowledge and skills relevant to the formulation, planning, co-ordination, and execution of measures and activities to prevent, avoid, and minimise the aforesaid risks.

(v)   Environmental Protection

This functional area covers the formulation of environmental policies and procedures in compliance with relevant environmental protection legislations by applying suitable management knowledge and skills to evaluate the environmental issues with regard to the workplaces of the logistics industry. The areas of work include enhancing staff's awareness of environmental protection, conducting environmental audits, as well as applying, implementing, and formulating environmental policies and procedures etc. Practitioners should possess relevant environmental protection knowledge, principles, and regulations.

(vi)   Cargo Transport and Handling

Cargo transport and handling is the core business of the logistics industry. It mainly involves cargo delivery, midway storage, packaging, and distribution. Practitioners need to co-ordinate and assist in relevant arrangements. They should possess relevant knowledge of the cargoes, as well as the knowledge, techniques and skills of handling and transporting the cargoes.

(vii)   Operation Management

This functional area covers the formulation of overall development strategy and operational policy, as well as the monitoring and control of their implementation. The logistics industry covers various sectors in which different trades are involved. Thus, besides the expertise of the trade they serve in, practitioners should also possess extensive commercial, management, financial, and human resources knowledge, and be conversant with the operation of the logistics industry. They should also be capable of drawing up operational policy, development strategy, implementation plan, and mode of communication that can meet the organisational needs from higher perspectives such as organisational development, strategy formulation, management direction, overall safety, risk management etc. Apart from discharging daily monitoring duty, they should also conduct reviews on a regular basis so as to enhance the operational effectiveness of their organisations.

(viii)   Quality Management

This functional area covers the formulation and implementation of quality management schemes by employing the knowledge and skills of quality management. Practitioners should effectively monitor the implementation of these schemes with a view to achieving the results of low cost and high quality. They should also be capable of analysing, handling, and evaluating customers' feedback, as well as promoting and implementing quality management and staff training. Moreover, they should ensure that the quality of services meets the requirements of customers and relevant standards.

(ix) E-Logistics

The age of electronic and networked operation has come to the logistics industry, making e-logistics an independent functional area. Practitioners should strengthen their knowledge and skills accordingly to face the challenge. The functional area of e-logistics covers the application of existing electronic tools in logistics work, the development of new technologies for application in new areas, networking, the establishment and application of e-platforms, integration with e-commerce, relevant maintenance etc.

(x) Insurance, Legal Matters & Compliance

This functional area covers the use of risk assessment tools to assess the risks brought by daily operations, and the formulation of risk management and risk transfer strategies through the use of the assessment report. Practitioners should consider the business and operational needs of different trades in making an analysis of the insurance market. They should study and compare the insurance services, provisions, and premiums of different providers before making any insurance arrangements. They should also make claims efficiently and effectively after the accident, so as to achieve good results of risk management and risk transfer. Practitioners should also know about local and overseas legislations, as well as international conventions, so as to formulate and implement all kinds of policies to ensure that daily operations meet relevant legal requirements.

Please refer to Diagram 1 for further information.

28.   Based on the generic level descriptors and the major functional areas, the Logistics ITAC has formulated a "List of Competencies" (Chapter 4) for the logistics industry. This list provides details of the training requirements of the industry for functional areas at different competency levels. It is designed to provide clear and unified guidelines for drawing up individual learning road maps. Learners may either pursue a specific learning pathway to upgrade their skills in a particular area of specialisation in a gradual and orderly manner (vertical development), or progress along a number of learning pathways to become multi-skilled (horizontal development).

<u>Functional Map Showing the Major Functional Areas of the Logistics Industry</u>

Competency Standards

29.   Competency standards refer to the skills and knowledge required for a particular job function. They represent the industry benchmarks for the skills, knowledge and attributes required to perform competently in a particular job. Thus they are the most important part of the SCS.

Units of Competencies

30.   The Logistics ITAC has set out the competency standards for various job functions in the form of units of competencies (UoCs), which describe the performance and standard required for each competency. Please refer to Chapter 4 for details.

Every UoC comprises eight basic items:
1. Title
2. Code
3. Range
4. Level
5. Credits
6. Competency
7. Assessment Criteria
8. Remarks

Recognition of Prior Learning

31.   A major concept of QF is that individuals may acquire knowledge and skills from their work experience, apart from attending formal training courses. People may, through the Recognition of Prior Learning (RPL) mechanism, obtain relevant qualifications if their experience, skills and knowledge gained in the workplace meet the competency standards set by the ITAC.

32.   Since in-house training has long been the major training opportunity for employees of the logistics industry, the ITAC has consulted members of the industry, developed an appropriate RPL mechanism.

Number of units of competency of each QF level

Level	Number of UoC
7	1
6	10
5	24
4	33
3	31
2	21
1	1
Total	121

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
1							Understand logistics and land transport terminologies (3 Credits) LOLTOM101A (P.28)			

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Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2		Use road maps and pre-determined routes (3 Credits) LOLTPD201A (P.30)	Compile transport documents (6 Credits) LOCUIE207A (P.31)	Conduct housekeeping activities (3 Credits) LOCUSS203A (P.36)	Understand and implement basic environmental protection plan (3 Credits) LOCUEP201A (P.42)	Load and unload cargoes (3 Credits) LOCUCT204A (P.43)	Conduct routine administrative tasks (3 Credits) LOCUOM204A (P.48)		Handle electronic documents (6 Credits) LOCUEL211A (P.50)	
			Verify required proofs and documents according to freight needs (9 Credits) LOCUIE208A (P.32)	Understand dangerous goods and their characteristics (9 Credits) LOCUSS204A (P.37)		Relocate cargoes (3 Credits) LOCUCT205A (P.44)	Apply basic land transport knowledge (3 Credits) LOLTOM201A (P.49)		Apply electronic devices on cargo identifications (6 Credits) LOCUEL213A (P.51)	
			Handle documents for dangerous goods, prohibited articles and dutiable commodities (6 Credits) LOCUIE209A (P.33)	Use firefighting equipments (3 Credits) LOCUSS205A (P.38)		Identify and label explosive and dangerous goods (3 Credits) LOCUCT206A (P.45)			Implement e-platform operations in logistics (9 Credits) LOCUEL214A (P.52)	
			Prepare operations documents (3 Credits) LOCUIE211A (P.35)	Understand occupational safety and health procedures (3 Credits) LOCUSS206A (P.39)		Prepare cargoes for transfer (3 Credits) LOCUCT207A (P.46)				

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2				Follow safety and security procedures in workplace (3 Credits) LOCUSS207A (P.40)		Carry out delivery operations (3 Credits) LOCUCT208A (P.47)				

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List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM) Unit of Competency	Planning and Design of Logistics Solutions (PD) Unit of Competency	Import/ Export Documentation (IE) Unit of Competency	Cargo Safety and Security (SS) Unit of Competency	Environmental Protection (EP) Unit of Competency	Cargo Transport and Handling (CT) Unit of Competency	Operation Management (OM) Unit of Competency	Quality Management (QM) Unit of Competency	E-Logistics (EL) Unit of Competency	Insurance, Legal Matters & Compliance (LC) Unit of Competency
3	Provide freight forwarding services to customers (3 Credits) LOCUSM315A (P.54)	Assess customer transport requirements (6 Credits) LOCUPD301A (P.61)		Co-ordinate breakdowns (3 Credits) LOCUSS302A (P.65)	Apply environmental protection procedures (3 Credits) LOCUEP301A (P.69)	Load and unload explosive and dangerous goods (3 Credits) LOCUCT301A (P.71)	Develop rosters (3 Credits) LOCUOM303A (P.73)	Handle issues on quality of transport and logistics services (9 Credits) LOCUQM306A (P.82)	Apply knowledge of information and communication technology (3 Credits) LOCUEL305A (P.84)	Verify insurance certificates and policies or related documents (6 Credits) LOCULC301A (P.87)
	Resolve conflict/ grievance through appropriate tactics (3 Credits) LOCUSM316A (P.56)	Co-ordinate loading/ unloading operations (3 Credits) LOCUPD302A (P.62)		Apply safe working rules and regulations (3 Credits) LOCUSS303A (P.66)		Handle dangerous goods/hazardous substances (3 Credits) LOCUCT302A (P.72)	Monitor attendance records (3 Credits) LOCUOM304A (P.75)	Apply quality management knowledge (3 Credits) LOCUQM307A (P.83)	Implement e-commerce procedures for the logistics industry (6 Credits) LOCUEL308A (P.85)	Apply basic principles of insurance law to handle insurance matters (3 Credits) LOCULC302A (P.88)
	Co-ordinate intermodal transport activities (3 Credits) LOCUSM317A (P.57)	Plan routes (3 Credits) LOCUPD304A (P.63)		Implement occupational safety and health procedures (3 Credits) LOCUSS304A (P.67)			Prepare workplace orientation/ induction procedures (6 Credits) LOCUOM305A (P.76)		Perform land transport services through web platform (3 Credits) LOLTEL301A (P.86)	Comply with logistics related regulatory requirements (3 Credits) LOCULC303A (P.89)
	Co-ordinate customer services (3 Credits) LOCUSM318A (P.58)	Co-ordinate fleet operations (3 Credits) LOCUPD305A (P.64)		Implement workplace security procedures (3 Credits) LOCUSS305A (P.68)			Implement quality management training programmes (6 Credits) LOCUOM306A (P.78)			

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
3	Sell products and services (3 Credits) LOCUSM319A (P.59)						Use advanced English for business communications (9 Credits) LOCUOM307A (P.80)			
	Implement marketing and promotional activities (3 Credits) LOCUSM320A (P.60)						Use advanced Putonghua for business communications (9 Credits) LOCUOM308A (P.81)			

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List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
4	Build relationships with customers (3 Credits) LOCUSM412A (P.91)			Implement accident-emergency procedures (3 Credits) LOCUSS402A (P.96)	Enhance staff's awareness of environmental protection (6 Credits) LOCUEP401A (P.109)		Apply simulation technique to test efficiency of operations (9 Credits) LOCUOM417A (P.112)	Formulate measures to enhance quality standards (6 Credits) LOCUQM412A (P.116)	Implement e-logistics training programmes (3 Credits) LOCUEL408A (P.120)	Implement risk management plans (9 Credits) LOCULC401A (P.121)
	Lead sales teams (6 Credits) LOCUSM413A (P.93)			Implement transport regulations compliance systems (3 Credits) LOCUSS403A (P.97)	Assess environmental impacts of working procedures (6 Credits) LOCUEP402A (P.110)		Train sales teams (6 Credits) LOCUOM418A (P.113)	Formulate standards for quality management systems (9 Credits) LOCUQM413A (P.117)		Arrange insurance with brokers/agents (6 Credits) LOCULC402A (P.122)
	Market services and products (3 Credits) LOCUSM414A (P.95)			Implement freight safety standards for dangerous goods/hazardous substances (9 Credits) LOCUSS404A (P.98)			Design and implement specialised cargo training programmes (3 Credits) LOLTOM401A (P.115)	Formulate company's performance pledge (6 Credits) LOCUQM414A (P.119)		Compile claims reports (6 Credits) LOCULC403A (P.123)
				Establish and implement storage procedures for dangerous goods/hazardous substances (3 Credits) LOCUSS405A (P.99)						Handle cargo claims (9 Credits) LOCULC404A (P.124)

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM) Unit of Competency	Planning and Design of Logistics Solutions (PD) Unit of Competency	Import/ Export Documentation (IE) Unit of Competency	Cargo Safety and Security (SS) Unit of Competency	Environmental Protection (EP) Unit of Competency	Cargo Transport and Handling (CT) Unit of Competency	Operation Management (OM) Unit of Competency	Quality Management (QM) Unit of Competency	E-Logistics (EL) Unit of Competency	Insurance, Legal Matters & Compliance (LC) Unit of Competency
4				Develop safe workplaces (6 Credits) LOCUSS406A (P.100)						Handle facility, equipment, and machinery claims (6 Credits) LOCULC405A (P.126)
				Plan and execute occupational safety and health procedures in workplaces (3 Credits) LOCUSS407A (P.102)						Promote staff's awareness of compliance with legislation (3 Credits) LOCULC406A (P.128)
				Implement fatigue management strategies (6 Credits) LOCUSS408A (P.104)						Handle transport operator's liability insurance (9 Credits) LOCULC407A (P.129)
				Establish procedures for transporting high risk goods (6 Credits) LOCUSS409A (P.106)						Apply environmental protection laws and conventions relevant to the logistics industry (3 Credits) LOCULC408A (P.131)

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List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM) Unit of Competency	Planning and Design of Logistics Solutions (PD) Unit of Competency	Import/ Export Documentation (IE) Unit of Competency	Cargo Safety and Security (SS) Unit of Competency	Environmental Protection (EP) Unit of Competency	Cargo Transport and Handling (CT) Unit of Competency	Operation Management (OM) Unit of Competency	Quality Management (QM) Unit of Competency	E-Logistics (EL) Unit of Competency	Insurance, Legal Matters & Compliance (LC) Unit of Competency
4				Manage and handle emergencies (3 Credits) LOCUSS410A (P.108)						Apply occupational safety and health ordinances relevant to the logistics industry (6 Credits) LOCULC409A (P.132)
										Apply the Prevention of Bribery Ordinance (3 Credits) LOCULC410A (P.133)
										Understand intellectual property and avoid infringement acts (3 Credits) LOCULC411A (P.134)
										Apply labour legislations relevant to human resources management (6 Credits) LOCULC412A (P.135)

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM) Unit of Competency	Planning and Design of Logistics Solutions (PD) Unit of Competency	Import/ Export Documentation (IE) Unit of Competency	Cargo Safety and Security (SS) Unit of Competency	Environmental Protection (EP) Unit of Competency	Cargo Transport and Handling (CT) Unit of Competency	Operation Management (OM) Unit of Competency	Quality Management (QM) Unit of Competency	E-Logistics (EL) Unit of Competency	Insurance, Legal Matters & Compliance (LC) Unit of Competency
5	Manage service quality (3 Credits) LOCUSM507A (P.137)	Develop standard operating procedures (9 Credits) LOCUPD502A (P.144)		Conduct safety audits (3 Credits) LOCUSS502A (P.148)	Implement and review environmental protection policies and procedures (3 Credits) LOCUEP502A (P.151)		Formulate local operations strategies (9 Credits) LOCUOM518A (P.152)	Formulate corporate social responsibility policies (3 Credits) LOCUQM507A (P.161)	Manage network security (3 Credits) LOCUEL503A (P.162)	Perform risk assessments of transport processes and compile reports (9 Credits) LOCULC501A (P.163)
	Manage sales teams (6 Credits) LOCUSM508A (P.138)	Formulate fleet management (9 Credits) LOCUPD507A (P.145)		Manage fatigue management policies and procedures (6 Credits) LOCUSS503A (P.149)			Formulate regional operations strategies (9 Credits) LOCUOM519A (P.154)			Assess total lost amount and calculate claims amount (9 Credits) LOCULC502A (P.164)
	Manage sales and services delivery (6 Credits) LOCUSM509A (P.140)	Monitor transport operations (3 Credits) LOLTPD501A (P.147)					Formulate e-logistics training programmes (3 Credits) LOCUOM520A (P.156)			Apply knowledge of business laws to prepare contracts (9 Credits) LOCULC503A (P.165)
	Monitor sales performance (3 Credits) LOCUSM510A (P.142)						Formulate on-the-job training plans for staff (6 Credits) LOCUOM521A (P.157)			Appoint surveyors, average adjusters and lawyers to handle claims (9 Credits) LOCULC504A (P.166)

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
5	Promote products and services (3 Credits) LOCUSM511A (P.143)						Formulate specialised cargo transportation training programmes (3 Credits) LOLTOM501A (P.159)			Manage compliance with legal and legislative requirements (3 Credits) LOCULC505A (P.167)
										Review freight transport contracts, insurance, and liability (6 Credits) LOLTLC501A (P.169)

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
6	Develop sales strategies (6 Credits) LOCUSM601A (P.171)	Manage information flow in supply chains (9 Credits) LOCUPD606A (P.174)		Manage cargo security (6 Credits) LOCUSS601A (P.177)	Formulate environmental protection policies and procedures (6 Credits) LOCUEP601A (P.179)					Formulate risk management plans (9 Credits) LOCULC601A (P.180)
	Analyse market data (6 Credits) LOCUSM602A (P.172)	Manage special freight transport services (6 Credits) LOLTPD601A (P.175)								Establish compliance with legal and legislative requirements (6 Credits) LOCULC602A (P.182)
	Formulate marketing strategies (6 Credits) LOCUSM603A (P.173)									Research compliance requirements and issues (9 Credits) LOCULC603A (P.184)

List of Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Functional Area / QF Level	Sales, Marketing and Customer Services (SM)	Planning and Design of Logistics Solutions (PD)	Import/ Export Documentation (IE)	Cargo Safety and Security (SS)	Environmental Protection (EP)	Cargo Transport and Handling (CT)	Operation Management (OM)	Quality Management (QM)	E-Logistics (EL)	Insurance, Legal Matters & Compliance (LC)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
7	Forecast markets and business needs (6 Credits) LOCUSM701A (P.187)									

Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Competency Level 1

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Understand logistics and land transport terminologies
2. Code	LOLTOM101A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of using basic land transport terms, codes and abbreviations.
4. Level	1
5. Credit	3 (for reference only)

6. Competency	Performance Requirements:
	6.1 Understand logistics and land transport terminology
	• Understand the workflow and relevant terms in logistics industry
	• Understand basic terms in loading/unloading operations
	• Understand abbreviations and terms used in freight documents
	• Understand names of the countries, areas and ports
	• Understand the abbreviations and terms commonly used in land transport, distribution and logistics
	    o Understand the meaning of the abbreviations and terms
	    o Understand the conversion of the abbreviations in English or Chinese
	• Understand names and abbreviations of different weights and measurements
	• Understand names and abbreviations of different currencies
	• Understand the expression of international time
	• Understand ways to inquire or consult about the meanings of the aforesaid codes and terms
	6.2 Apply basic land transport terms, codes and abbreviations
	• Apply appropriate land transport terms to communicate with counterparts, customers and colleagues effectively, e.g. receiving and conveying information
	• Use logistics and land transport terms to complete transport documents
	• Use logistics and land transport terminologies to avoid delays, mistakes or losses caused by wrong use of terms

7. Assessment Criteria	The integrated outcome requirements of this unit of competency is: • Capable of using land transport terms, codes and abbreviations correctly
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Competency Level 2

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use road maps and pre-determined routes
2. Code	LOLTPD201A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying basic map reading skills when interpreting street directories and road maps.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of map reading and route planning - Possess relevant map reading skills - Possess relevant route planning skills - Know about relevant work and customer requirements - Understand relevant regulatory requirements - Understand workplace policy and procedures 6.2.1 Locate major roads, highways and suburbs - Identify and locate major roads and highways on a map and/or physically - Identify and locate suburbs along and at the end of major roads on a map and/or physically - Identify the shortest path between main suburbs and major roads 6.2.2 Locate transport interchanges and ports - Locate major transport interchanges and ports on a map and/or physically - Identify and locate major connecting roads entering and exiting main transport interchanges and ports on a map and/or physically - Observe special transport requirements and safety rules for entering and exiting main transport interchanges and ports 6.2.3 Identify main public services and facilities - Identify and access maps and other geographical information 6.2.4 Identify and follow the pre-planned route - Assess and interpret relevant documents on the pre-determined route - Identify and access relevant street directories and/or road maps - Recognise and interpret street directories and road map symbols - Use relevant information (e.g., distance, toll fee, traffic condition, long, width, height, and weight limit, etc) to determine pre-planned routes - Find directions for a pre-determined route and trace the route by using street directories and/or road maps - Identify key intersections and other landmarks along the route and use the information for route planning - Identify alternative routes for possible contingency situations (e.g., emergencies or traffic delays)
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of locating major roads, highways and suburbs - Capable of locating transport interchanges, ports and terminals - Capable of identifying main public services and facilities - Capable of identifying and determining the pre-planned route
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Compile transport documents
2. Code	LOCUIE207A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of compiling relevant transport documents for customers so as to facilitate logistics and trading activities.
4. Level	2
5. Credit	6 (for reference only)

6. Competency	Performance Requirements:
	6.1 Basic knowledge of shipping and transport documents
	• Understand the types and use of transport documents
	
	• Understand the processes of cargo transport and trading
	• Understand the companies, government departments or organisations which issue or approve transport documents
	• Understand the time and process required for handling transport documents
	• Understand the legal provisions of transport documents and their implications
	• Understand the information and source required for compiling transport documents
	• Understand the guidelines for filling in or inputting information
	• Understand the technical terms and abbreviations used in the fields of cargo transport, trading, finance and sea freight
	• Understand the use of appropriate format, wording and units for filling in cargo information
	6.2 Compilation of shipping and transport documents
	• Handle relevant transport documents, including:
	   ○ Prepare the information of the cargoes from shippers
	   ○ Contact relevant persons for obtaining supplementary information
	   ○ Filling in documents or use computer to input required information
	   ○ Make use of computer software or databases on an internet platform to obtain information
	   ○ Verify the information
	   ○ Submit to the issuing officer for signature so as to release or confirm the release of such documents
	   ○ Send the documents to the receiver

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of compiling relevant transport documents properly according to delivery orders.
8. Remarks	This UoC is adapted from the Logistics UoC LOSGIE201A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Verify required proofs and documents according to freight needs
2. Code	LOCUIE208A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of verifying the required proofs and documents according to freight needs.
4. Level	2
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of verifying documents - Understand the required types of documents - Understand the factors affecting the required types of documents, such as the country of destination, places of transhipment and types of cargoes - Understand the provider of documents and the source of the information - Understand the types of documents submitted by shippers - Understand the importance of providing accurate information - Understand the responsibility of the document -issuing officer 6.2 Verification of proofs and documents - Check whether the proofs and documents are sufficient - Identify the source of the information provided in the proofs and documents, such as shipping orders and purchase orders - Verify the consistency or compatibility of the information provided in the proofs and documents - Check whether the identity of the issuers of the proofs and documents is correct - Check whether the proofs and documents are signed, endorsed or confirmed by the shipper - Take note of special terms and instructions, such as the settlement of freight charges - Check whether the required types and quantity of documents are sufficient if a letter of credit is involved - Check whether the information provided in the freight documents meet the requirements of the letter of credit - Check whether the deadline stated in the document would have an impact on financial arrangements
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: Capable of verifying the required proofs and documents according to freight needs
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIE202A

1. Title	Handle documents for dangerous goods, prohibited articles and dutiable commodities
2. Code	LOCUIE209A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the processes of handling special imported, exported or re-exported goods (such as dangerous goods, prohibited articles and dutiable commodities), and handling the goods and relevant documents efficiently in accordance with relevant regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations).
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:

6.1 Basic knowledge of handling dangerous goods, prohibited articles and dutiable commodities
- Understand the aims of controlling the import, export or re-export of goods
- Understand the government departments responsible for controlling the import, export or re-export of goods, and relevant legislations
- Understand the processes related to the import, export and re-export of dangerous goods, prohibited articles and dutiable commodities
- Understand the document flow related to the import, export and re-export of dangerous goods, prohibited articles and dutiable commodities
- Understand the types and use of documents related to the import, export and re-export of dangerous goods, prohibited articles and dutiable commodities, and the information to be provided in the documents
- Understand the work procedures of the Customs and Excise Department, air cargo terminals, terminals and bonded warehouses, and their requirements for documents
- Understand the possible consequences of negligence, errors or omissions
- Understand the rights and obligations of the stakeholders in the process of handling the import, export and re-export of prohibited goods
- Understand the classifications, characteristics, names and abbreviations of dangerous goods
- Understand the types of prohibited articles
- Understand the types of dutiable commodities
- Understand the different practices in sea freight, air freight and land transport when handling the documents for the import, export and re-export of controlled goods

6.2 Implement the processes of handling documents for dangerous goods, prohibited articles and dutiable commodities
- Demand from shippers the required documents or information on prohibited goods
- Apply to relevant departments for permits or proofs and documents according to regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations).
- Check whether the cargoes are consistent with the information provided in the freight documents
- Check whether the information provided in the documents is consistent with the description on the packing and label
- Use a checklist for verification
- Send the documents to relevant organisations or persons or file the documents according to required procedures (e.g., provision of stowage certificate, submission of dangerous goods declaration and safety data sheet)
- Inform the departments responsible for cargo supervision, transportation and storage or contractors about the processing of dangerous goods, prohibited articles and dutiable commodities

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	- Make a list of the dangerous goods for submission to relevant persons or organisations, such as the flight captain, the ship master, the Customs and Excise - Department and the port authority - Obtain permits from regulated organisations - Send the documents to relevant staff of the Customs and Excise Department, air cargo terminals, wharfs, bonded warehouses or the company - Understand the remedial actions and consult the appropriate personnel or advise relevant persons to take contingency measures if there are errors and omissions in the documents
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of describing the processes of handling documents for dangerous goods, prohibited articles and dutiable commodities - Capable of handling errors and omissions in the processes, taking remedial actions, and advising relevant persons
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIE203A

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Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Prepare operations documents
2. Code	LOCUIE211A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should also be capable of applying the knowledge workplace procedures and the basic principles of report writing to prepare of workplace documents
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of operations documents - Understand the use of documents in the logistics industry - Understand the process of freight transport and trading - Understand the information sources required and other regulation implemented for compiling the operations documents - Understand the technical terms and abbreviations used in the field of freight transport and trading activities 6.2.1 Prepare workplace document - Identify purposes and readers for the document - Select appropriate format for the document to meet workplace requirements - Identify and select relevant information for inclusion in the document 6.2.2 Produce workplace document - Prepare a draft of the document in accordance with workplace procedures (e.g., sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the readers) - Edit and present document in a final version appropriate to the task 6.2.3 Complete workplace document - Interpret work related forms to identify information required for its completion - Gather required information for completion of form from relevant sources in accordance with workplace procedures - Complete forms according to relevant regulatory requirements (e.g., copyright issues)
7. Assessment Criteria	The integrated outcome requirements of this unit of competency is: Capable of preparing, producing and completing workplace documents
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Conduct housekeeping activities
2. Code	LOCUSS203A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying relevant knowledge of workplace administration to complete housekeeping activities
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of workplace administration • Know about relevant principles of workplace administration • Know about relevant management tools for housekeeping (e.g. 5S, Safe Working Cycle (SWC)) • Understand business operations of logistics related industries • Understand company policy and relevant regulatory requirements 6.2.1 Identify the housekeeping resources, procedures, and requirements • Identify workplace housekeeping procedures and requirements (e.g., allow easy evacuation by clearing of obstructions, minimise fire hazards by keeping workplace free of wastes, disposing hazardous materials in assigned areas, maintain ventilation efficiency by cleaning air vents and filters, cleaning up tools and unused materials , cleaning spills by using personal protective equipments) • Select consumables and equipment • Identify and follow specific housekeeping requirements for different workplace activities • Identify requirements for the minor reassembly/disassembly of storage zones 6.2.2 Maintain and monitor tidiness and cleanliness in the workplace • Apply predetermined management tool (e.g. 5S, SWC) for housekeeping to facilitate effective workplace environment • Use initiative to prevent occupational injuries and to monitor the tidiness and cleanliness of workplace continuously • Raise housekeeping issues with relevant personnel • Maintain and store housekeeping supplies and equipment 6.2.3 Complete assigned housekeeping duties • Conduct assigned housekeeping duties, and ensure waste is removed • Notify maintenance requirements of damaged items to relevant personnel • Conduct minor reassembly/disassembly of storage zones • Maintain housekeeping duties records and schedules
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying workplace housekeeping procedures • Capable of monitoring the tidiness and cleanliness of workplace • Capable of carrying out work housekeeping activities
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Understand dangerous goods and their characteristics
2. Code	LOCUSS204A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding dangerous goods and their characteristics so as to enhance the safety level of transporting and handling dangerous goods.
4. Level	2
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of dangerous goods • Understand the classification of dangerous goods according to ICAO (International Civil Aviation Organisation) and IMO (International Maritime Organisation) • Understand the use of Material Safety Data Sheet (MSDS) • Understand the coding of different international standards systems • Understand the types of packing and requirements for different dangerous goods using different modes of transport • Understand the Emergency Procedure for Ships Carrying Dangerous Goods (EmS) used in the emergency procedures for vessels carrying dangerous goods, and the Medical first Aid Guide (MFAG) in the medical first aid guide for use in accidents involving dangerous goods • Understand the handling methods of different dangerous goods in different storage and delivery locations, such as in hold and on deck • Understand the first aid treatment during accidents involving dangerous goods • Understand the storing methods and requirements for different dangerous goods • Understand the labelling and marking of different dangerous goods • Understand the documentation requirements of transporting and handling dangerous goods 6.2 Apply basic knowledge of dangerous goods and their characteristics • Assist in handling dangerous goods, e.g., verifying types of dangerous goods, checking emergency procedures for dangerous goods accidents (e.g., EmS No.), and checking first aid measures for dangerous goods accidents (e.g., MFAG No.) • Ensure dangerous goods are proper classified, packed, marked, labelled and documented
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of understanding dangerous goods and their characteristics • Capable of applying basic knowledge of dangerous goods
8. Remarks	This UoC is adapted from the Logistics UoC LOCUSS202A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use firefighting equipments
2. Code	LOCUSS205A
3. Range	This unit of competency is applicable to logistics service providers, warehouse operators and associated industries. Practitioners should be capable of operating and checking firefighting equipment as part of work practices.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of operating firefighting equipment • Understand the firefighting equipment operations • Understand the job requirements and work area • Know about the relevant emergency procedures, requirements, regulations, safety standards and codes of practice 6.2.1 Check firefighting equipment • Check the serviceability of firefighting equipment (e.g., exit sign, fire alarm, emergency lighting, and fire hydrant/hose reel system, portable hand-operated appliance, etc…) according to relevant regulatory requirements and production specifications (e.g., Code of Practice for Inspection, Testing and Maintenance on Installations and Equipment) • Identify and report expired or non-functioning equipment to relevant personnel for service or replacement 6.2.2 Use firefighting equipment • Select personal safety and firefighting equipment • Use firefighting equipment to control fire accordance with relevant workplace emergency procedures (e.g., first priority: protection of life; second priority: prevent spread of hazard; third priority: save assets in affected area; and forth priority: eliminate the hazard) • Safely store equipment in accordance with relevant regulatory requirements and production specifications
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of checking the serviceability of firefighting equipment and reporting non-conformity • Capable of selecting personal safety and firefighting equipment and use firefighting equipment according to established workplace emergency procedures
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Understand occupational safety and health procedures
2. Code	LOCUSS206A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying established occupational safety and health (OSH) and hazard minimisation principles and procedures to conduct workplace activities in accordance with relevant regulatory requirements (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of OSH procedures • Know about OSH procedures • Understand business operations in transport and logistics related industries • Understand company policy and procedures 6.2.1 Follow workplace procedures for risk control and hazard identification • Recognise and follow relevant legislation (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations) • Follow relevant instructions for risk control and workplace procedures for OSH (including requirements in accident prevention, fire prevention, working environment, workplace hygiene, first aid, manual handling operation and use of display screen equipment) • Identify hazards in workplace and take appropriate action to report, minimise/eliminate risk • Obtain, interpret and apply workplace safety and hazard control procedures and practices, and safety regulations to workplace activities • Use personal protection equipment with reference to safety procedures and practices • Follow contingency and emergency plans in emergency events 6.2.2 Participate in arrangements for OSH management • Raise identified safety hazards and OSH issues with relevant personnel according to OSH legislation and workplace procedures • Participate in arrangements for workplace OSH management 6.2.3 Complete OSH records • Complete OSH records according to workplace OSH requirements • Follow OSH legal and records requirements for the records maintenance of occupational diseases and injury
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying occupational safety and health procedures • Capable of identifying potential hazards or risks in workplace • Capable of using personal protection equipment • Capable of following contingency and emergency plans in emergency event • Capable of completing OSH records
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Follow safety and security procedures in workplace
2. Code	LOCUSS207A
3. Range	This unit of competency is applicable to logistics service providers. Practitioner should be able to ensure work activities are carrying out with reference to security codes, regulations and workplace security requirements.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of safety and security procedure • Know about the safety and security codes and regulations • Know about the workplace security programmes, procedures and requirements 6.2.1 Maintain security of cargo • Secure cargo within specified locations or transport vehicles as per workplace security procedures and applicable security regulations • Check and maintain seals, tamper proof packaging, locks and other security measures on goods or cargo as per workplace security procedures • Recognise and report signs of pillaging, theft and interference • Recognise and report signs of suspicious cargo to relevant personnel • Report any breaches of security requirements to relevant personnel as per workplace security procedures 6.2.2 Maintain security of workplace • Carry out security checks of workplace personnel and visitors as per workplace security programmes and procedures • Follow precautions and measures aimed at protecting the security of workplace personnel and visitors as per workplace security requirements • Recognise signs of security threats as per workplace security requirements • Recognise and report signs of suspicious behaviour of other personnel to relevant personnel • Report any breaches of security requirements for workplace personnel and visitors to relevant personnel 6.2.3 Identify a security situation • Identify security situations with reference to workplace security procedure • Alert relevant personnel to the security situation or threat within workplace procedure and security programme • Report to relevant personnel to determine appropriate action 6.2.4 Respond to incident or threat • Response to an identified threat according to received instructions, emergency response plan, and workplace security procedures • Handle incidents or threats with reference to duty of care, established response plan, and within limits of responsibility • Provide assistance to handle the incident in controlling the site • In the case of a security emergency or threat, provide assistance to other emergency services personnel and staff to handle the incident according to workplace procedures • Follow directions of the controlling emergency/security authority and provide assistance in response to those directions 6.2.5 Maintain security records • Keep records of security precautions and checks • Complete security incidents or threats reports

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of recognising and reporting signs of security threats • Capable of reporting any breaches of security requirements • Capable of identifying security situation and threats • Capable of handling and responding security incidents or threats in accordance with workplace requirements
8. Remarks	

1. Title	Understand and implement basic environmental protection plan
2. Code	LOCUEP201A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing their tasks according to relevant environmental protection regulations (e.g. Hazardous Chemicals Control Ordinance (Cap.595)). Work involves the applying of basic environmental protection principles and regulations according to company's requirement during the course of workplace operations.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of environmental issues • Know about with relevant environmental protection regulations • Understand workplace instructions • Understand the operations of logistics related industries 6.2.1 Understand relevant environmental issues in logistics operations, including: • Potential risk of hazardous materials to the environment • The impact of inefficient operations of equipment and engines on air pollution • The importance of maintaining clean and tidy worksites • Recycle concept and method of reducing waste • Energy saving concept by switching off the lights and air-conditioning/ heating systems in workplaces whenever applicable 6.2.2 Minimise the effects of pollution in accordance with workplace instructions • Conduct and organise routine checks to ensure emission control device is correctly operating • Take precautions during equipment/vehicles cleaning to avoid polluting the environment • Implement housekeeping procedures and environmental protection precautions during operations and maintenance • Dispose wastes/rubbish in designated disposal bins
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of understanding relevant environmental issues in logistics operations • Capable of applying basic knowledge of environmental protection plan to minimise the effects of pollution in accordance with workplace instructions
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Load and unload cargoes
2. Code	LOCUCT204A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of loading and unloading cargo according to relevant regulations, standards, codes, and workplace procedures (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations)
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of load and unload cargo • Understand load characteristics • Understand the job requirements and workplace procedures • Know about the relevant permit/licence requirements, regulations, safety standards and codes of practice 6.2.1 Load and unload cargo • Identify load characteristics and take into consideration when determine loading and unloading procedures • Identify and handle hazardous substances/dangerous goods with relevant permit/regulations requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations) • Pack/unpack load to make effective and safe use of spaces • Load cargo/goods with reference to relevant workplace procedures and regulatory requirements • Apply lifting equipments to assist loading procedures according to relevant safety legislation and workplace procedures • Conduct unloading activities in an efficient and safe manner • Identify goods requiring special documentation and handling and follow appropriate procedures 6.2.2 Secure and protect cargo • Ensure load distribution comply with workplace and legislative requirements • Segregate hazardous substances/dangerous goods • Use load protection and restraint equipments to secure load • Protect load according to workplace and legal safety requirements 6.2.3 Complete documentation • Inspect cargo for travel security with reference to relevant DG Code and permit/regulations requirements • Complete required documentation with reference to DG Code and workplace requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying load characteristics • Capable of identifying hazardous/dangerous goods with relevant permit/regulations requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations) • Capable of loading and unloading goods/cargo in safe and efficient manner • Capable of securing and protecting load
8. Remarks	

1. Title	Relocate cargoes
2. Code	LOCUCT205A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should hold relevant licence(s) and be capable of applying cargo handling methods to relocate cargoes with reference to relevant standards, codes, and regulatory requirements.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of using cargo relocation methods • Understand the handling methods and procedures • Understand the job requirements and work area • Know about the relevant permit/licence requirements, regulations, safety standards and codes of practice 6.2.1 Handle load relocation • Identify materials, products or goods to be relocated • Identify storage locations and identify potential routes • Calculate balance points • Evaluate required cleaning to available space and make appropriate adjustments • Identify potential risks in route • Identify potential risks of required load relocation operations • Identify cargo handling processes and procedures for relocating load • Use appropriate personal protective equipment 6.2.2 Relocate load • Undertake relocation actions with reference to relevant occupation safety and health (OSH) requirements and workplace procedures • Identify team load relocation applications • Follow planned route and process • Handle and relocate materials with no goods/equipment damages and check for stability • Evaluate relocation operations • Report variance to relevant personnel
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of assessing risks arising from load relocation • Capable of identifying potential risks and cargo handling procedures • Capable of completing load relocation
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Identify and label explosive and dangerous goods
2. Code	LOCUCT206A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of dangerous/explosive goods to identify and label dangerous/explosive goods. All activities should be performed according to relevant operating procedures and regulations, (e.g., Occupational Safety and Health Ordinance Cap 509, and Dangerous Goods Ordinance Cap. 295 and subsidiary regulations).
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of dangerous/explosive goods • Know about the type and characteristics of dangerous/explosive goods • Know about Dangerous Goods Code (DG Code) • Understand relevant regulatory requirements • Understand company policy and procedures 6.2.1 Assess dangerous/explosive goods • Check load for dangerous/explosive goods • Identify types of dangerous/explosive goods from labels, placarding and dangerous goods declarations, and take required action to assure compliance with relevant government regulations where applicable • Identify hazards posed by load from labels 6.2.2 Handle dangerous/explosive goods • Handle, load and unload identified dangerous/explosive goods • Use personal protective equipment when handling dangerous/explosive goods in accordance with cargo characteristics and subsidiary risk information (e.g., safety data sheet) • Handle different types of load takes into account the identified hazards posed by the dangerous/explosive goods concerned • Follow segregation procedures with reference to cargo characteristics and subsidiary risk information when storing/loading dangerous/explosive goods 6.2.3 Label dangerous/explosive goods • Label all containers/packages with the class and relevant information (e.g., DG Class) • Include dangerous goods declaration with manifest • Placard vehicles carrying dangerous/explosive goods according to DG Class where applicable 6.2.4 Complete documentation • Complete required documents
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying dangerous/explosive goods from labels • Capable of handling dangerous/explosive goods • Capable of locating, interpreting and applying relevant codes and regulations • Capable of identifying personal protective equipment when handling dangerous/explosive goods
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Prepare cargoes for transfer
2. Code	LOCUCT207A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying relevant knowledge of cargo transfer to prepare cargo for transfer. All activities should be performed with reference to relevant safety regulations (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations), workplace requirements, and operating procedures.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of cargo transfer - Know about the principles of cargo transfer - Know about relevant regulatory requirements - Understand workplace policy and procedures 6.2.1 Prepare for transfer of cargo - Prepare and maintain work area - Report faulty equipment or unsafe work practices - Identify and use correct protective equipment - Check equipment to determine working load limit (WLL) or safe working load (SWL) 6.2.2 Load and unload cargoes - Sling/unsling cargo - Identify and use correct securing devices - Steady load by tag lines as required - Identify and report damaged cargo - Release slinging attachments from load ensuring no personal injury or cargo/machinery damage 6.2.4 Lash and unlash cargoes - Strap/unstrap cargo - Use mechanical strapping equipment with reference to manufacturer's instructions - Identify and report damaged cargo - Secure/release strapping arrangements to/from load ensuring no personal injury or cargo/machinery damage
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of checking equipment and determining working load limit - Capable of loading/unloading cargoes - Capable of lashing/unlashing cargoes
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Carry out delivery operations
2. Code	LOCUCT208A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing tasks concerning the delivery of cargoes.
4. Level	2
5. Credits	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of delivery operations • Know about the procedure of delivery operations • Understand company policy and procedures • Understand workplace requirements and the relevant regulatory requirements to handle cargo safely 6.2.1 Prepare to deliver cargo • Identify and collect cargo from specific locations • Sort cargo into the route order • Handle cargo in a manner that minimises the risk of damage • Identify special items • Organise cargo into bundles and keep in delivery sequence • Secure cargo 6.2.2 Deliver cargo to specific route • Follow and apply established procedural guidelines when undertaking deliveries (e.g., check the cargo quantity, marking, and conditions) • Deliver cargo in specified sequence and in good condition • Complete deliveries according to agreed schedule • Keep cargo secure to minimise risk of damage, loss, and theft • Deliver items requiring special treatment and complete relevant documents • Identify potential hazards associated with delivery 6.2.3 Report on delivery activities • Process lost or damage shipments according to workplace procedures (e.g., record the details on the delivery receipt, and report to supervisors) • Complete documents and check the documents to ensure accuracy
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying, collecting, and sorting cargo • Capable of delivering cargo and reporting on delivery activities
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Conduct routine administrative tasks
2. Code	LOCUOM204A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of conducting routine administrative tasks with reference to relevant workplace administration requirements, and operating procedures.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of workplace administration • Know about relevant principles of workplace administration • Understand business operations of logistics related industries • Understand company policy and relevant regulatory requirements 6.2.1 Receive and dispatch article or mail • Check and register incoming article or mail to ensure records accuracy • Collect, check, and sort outgoing article or mail from required organisation to ensure all items are ready for dispatch • Identify and distribute confidential and urgent items to the addressee • Sort and dispatch items to nominated location • Collate and record items in the register and dispatch within designated timelines • Record and report suspicious, damaged, or missing items 6.2.2 File documents • Classify, sort and file documents • Refer classification uncertainties to relevant personnel • Identify and retrieve documents • Locate specified records/files within designated timelines • Extract located files from system and dispatch to nominated person • Follow confidentiality and security procedures 6.2.3 Receive and relay written and oral messages • Receive and accurately record messages • Clarify uncertainty areas with conveyor of the message • Relay messages to nominated person within timelines
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of receiving and dispatching articles • Capable of classifying, sorting and filing documents • Capable of receiving and accurately recording messages
8. Remarks	

1. Title	Apply basic land transport knowledge
2. Code	LOLTOM201A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capabl of independently applying basic land transport knowledge to land transport and distribution operations.
4. Level	2
5. Credit	3 (for reference only)

6. Competency	Performance requirements: 6.1 Basic land transport knowledge
	• Possess basic land transport knowledge, including:
	   o General land transport knowledge and workflows
	   o Characteristics and limitations of different types of vehicle/truck
	   o Characteristics of different commodities
	   o Requirements of different customers
	   o Know about cargo handling
	• Understand the responsibilities of land transport and distribution operators and their agents for cargo and container handling
	• Understand the assessment of operations flow and resources allocation
	• Understand the operations in the places of departure, transhipment and destination
	• Possess knowledge relevant to dangerous goods handling, including:
	   o Classification of dangerous goods
	   o Characteristics of dangerous goods
	   o Marking and labelling needed for different dangerous goods
	   o Completing training in dangerous goods handling as stipulated by law
	• Understand the responsibilities of land transport and distribution operators and their agents for carriage of dangerous goods
	• Master normal loading/unloading procedures, checking procedures, document and special handling of dangerous goods
	• Master normal loading/unloading procedures, checking procedures, documentation and special handling of containers and cargoes
	• Master basic knowledge of container and cargo handling, including:
	   o Classification and characteristics of containers and cargoes
	   o Loading/unloading arrangement for different containers and cargoes
	• Master basic knowledge of occupational safety and health, including:
	   o Safety practice for cargo storage and stacking
	   o Safety operating procedures
	• Understand all kinds of certification issued by government, approved organisations, such as safety supervisory training certificate, basic handling of dangerous goods certificate, safety training certificate for basic onboard cargo handling, etc.
	6.2 Apply to general land transport and distribution operations
	• Master loading/unloading operations, cargo checking/inspection, and documentation of containers and cargoes
	• Assist in loading/unloading operations, checking/inspection and documentation of dangerous goods
	• Carry out cargo stacking and storage work with reference to cargo stacking and storage procedures or instructions of superiors

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of handling the loading/unloading, checking/inspection and documentation of containers and cargoes
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle electronic documents
2. Code	LOCUEL211A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of handling electronic documents as required in daily logistics operations.
4. Level	2
5. Credit	6 (for reference only)

6. Competency	Performance Requirements:
	 6.1 Basic knowledge of electronic documents for logistics operations
	 • Understand the electronic documents to be handled by individual companies/units in daily logistics operations, including the following types of documents:
	   o Documents for purchase and goods (purchasing order, invoice, etc.)
	   o Documents for consignment (bill of lading, master airway bill/house airway bill, seaway bill, etc.)
	   o Documents for local transport (arrival notice, delivery order, cargo receipt, etc.)
	   o Inspection, insurance and documentary credit (notice of inspection arrangement, insurance policy, etc.)
	   o Invoice on local transaction and documents for payment (payment advice, payment receipt, etc.)
	 • Understand the use of documents that need to be handled
	 • Understand the handling procedures of relevant electronic documents
	 • Understand the legal responsibilities of various types of electronic documents
	 • Know how to operate software of the company to handle relevant electronic documents
	 6.2 Handle electronic documents commonly used in the logistics industry
	 • Use relevant template to prepare the electronic document needed in each logistics procedure according to the requirements of individual companies and relevant units
	 • Send the prepared electronic document to relevant units
	 • Receive electronic documents from relevant units and handle them
	 • Input relevant data in the documents
	 • Record and save the documents

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of handling electronic documents commonly used in the logistics industry according to the requirements of the company and relevant units as well as the handling procedures for electronic documents
8. Remarks	This UoC is adapted from the Logistics UoC LOCUEL202A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply electronic devices on cargo identifications
2. Code	LOCUEL213A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying electronic identification technology on cargoes effectively to the logistics operations of the company.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of electronic identification technology on cargoes - Understand the concept of electronic identification technology on cargoes - Understand different types of electronic identification technology on cargoes, such as bar code identification, radio frequency identification, etc. - Understand the importance of electronic identification of cargoes to logistics operations - Understand equipments used for electronic identification technology on cargoes, such as reader, sensor, aerial, etc. - Understand the limitations of, and possible deviation and misreading found in electronic identification technology - Understand the working procedures in workplaces and for handling cargoes - Understand the contingency measures when failing to use electronic identification technology 6.2 Apply electronic identification technology - Select suitable equipment for electronic identification of cargoes - Operate the equipment for electronic identification of cargoes - Check whether the equipment works well - Read the information displayed on the equipment - Input, record and transmit relevant data - Use the equipment for electronic identification of cargoes with reference to occupational safety and health recommendations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of safely using the equipment for electronic identification of cargoes - Capable of reading, inputting, recording and transmitting correctly the information displayed on the equipment
8. Remarks	This UoC is adapted from the Logistics UoC LOCUEL209A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement e-platform operations in logistics
2. Code	LOCUEL214A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of having a fair understanding of e-platform for the logistics industry and applying the knowledge to daily logistics operations.
4. Level	2
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of logistics e-platform - Understand the concept of e-platform - Understand the services and functions of the existing e-platform in the logistics operations - Understand the latest development of e-platform in the logistics operations - Understand the charging mode and level of e-platform services - Understand different systems and compatibility of information interchange on e-platform - Know the provider of the e-platform service and its background - Master the tendency of the company's partners and customers to use e-platform service - Understand the connection and compatibility of the e-platform with that of the government departments, other organisations and countries 6.2 Use logistics e-platform in daily logistics operations - Use e-platform to prepare, revise and transmit general logistics documents - Use e-platform to upload or download information - Release information on e-platform - Check and transmit information on e-platform - Explain to customers the advantages of using e-platform - Elaborate on how the company use e-platform to complete some of the logistics procedures
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of elaborating the functions and operations mode of e-platform for the logistics industry - Capable of explaining to customers the use of e-platform for relevant logistics procedures
8. Remarks	This UoC is adapted from the Logistics UoC LOCUEL208A

Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Competency Level 3

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Provide freight forwarding services to customers
2. Code	LOCUSM315A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying workplace procedures and regulatory requirements to provide freight forwarding service and information to customers.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Know about the freight forwarding service • Understand the freight forwarding operations • Know about the company's business operations • Understand the techniques of customer service • Understand the importance of customer satisfaction 6.2.1 Deal with customers' freight forwarding inquiries • Deal with customers' inquiries efficiently and in an appropriate manner • Clarify customers' requirements, needs, and concerns • Convey information to the customers accurately • Forward inquiries not effectively dealt with to relevant internal or external parties • Undertake follow-up actions if required 6.2.2 Explain the process of freight forwarding • Explain the freight forwarding operational flow to customers • Explain scope of freight forwarding service provided to customers • Explain documentation requirements for various types of goods to customers(including dangerous goods and hazardous substances), and handle transport documents 6.2.3 Confirm freight service to meet customers' needs • Maintain ongoing customer liaison activities, where applicable, to assist in establishing future requirements • Refer special cases or special requests for freight service to appropriate personnel • Continuously monitor corporate or key account customers' freight needs to ensure customer satisfaction • Report customers' needs to appropriate personnel for product/service improvement purposes 6.2.4 Calculate freight charges • Accurately record details of information related to freight and charges to ensure the calculations can be verified • Accurately calculate and check freight charges using relevant charge structures • Record freight charge discrepancies on relevant documentation for adjustment purposes 6.2.5 Provide quotation services • Provide freight rates, validity, business terms and conditions of the freight services offered to customers • Promptly answer queries from customers relating to quotations in accordance with freight and charges structure • Handle key account or potential key account quotations in accordance with freight and charges structure

	6.2.6 Promote freight service • Monitor existing freight services • Participate in promotional activities, including trade fairs, and information seminars, and follow up responses • Identify new customers and introduce them to the details of existing freight services • Promote existing freight services to potential customers by using advertising programmes • Communicate benefits of existing freight services to potential customers
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying and confirming customers' freight needs • Capable of calculating freight rates and charges accurately, and providing accurate information to meet customer's needs • Capable of communicating with customers • Capable of promoting existing freight services
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Resolve conflict/grievance through appropriate tactics
2. Code	LOCUSM316A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capa of applying conflict/grievance resolution strategies to resolve conflicts/grievances.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	Performance Requirements:
	6.1 Know about conflict management - Understand relevant principles of conflict management - Understand relevant regulatory requirements - Understand company policy and procedures 6.2.1 Identify potential conflict situations - Identify causes of conflict/grievance - Identify signs and stages of conflict/grievance 6.2.2 Implement conflict resolution tactics - Clarify issues and factors relevant to conflict/grievance - Develop conflict/grievance resolution strategies - Identify options for conflict/grievance resolution - Apply tactics to resolve the source of conflict - Monitor the process outcomes to ensure objectives continue to be met 6.2.3 Use effective interpersonal skills - Use effective communication skills during negotiations (including questioning, body language, active listening, language style, and reflection) with internal staff members and external customers - Give feedback and interpret as non-defensive during negotiations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of identifying potential conflict situations - Capable of using conflict/grievance resolution tactics and personal skills to resolve conflicts
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Co-ordinate intermodal transport activities
2. Code	LOCUSM317A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying workplace procedures to monitor intermodal transport.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Know about intermodal transport • Understand the operations of intermodal transport • Understand business operations in the transport and logistics related industry 6.2.1 Co-ordinate intermodal transport movements • 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 6.2.2 Identify co-ordination problems • 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) 6.2.3 Inform customers of irregularities • Inform customers of irregularities and deviations(e.g., difference between expected intermodal transport service and actual intermodal transport service provided) promptly, clearly and courteously • Report problems to customers promptly and provide possible solutions • Report and document irregularities
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of co-ordinating intermodal transport activities • Capable of identifying operational problems and communicating with customers and business partners
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Co-ordinate customer services
2. Code	LOCUSM318A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of customer service to address customers' needs and problems.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Possess relevant knowledge of customer service and know about business operations • Understand the operations of the logistics industry • Know about the company's business operations • Understand the techniques of serving customers • Understand the company's rules and policies • Understand the company's quality standards • Understand the concept of customer satisfaction and the importance of customer loyalty 6.2.1 Plan to meet customers' requirements • Identify and understand the needs of customers • Plan the service delivery with reference to the company's quality standards (e.g., specific statements of service delivery and associated measures) 6.2.2 Co-ordinate delivery of quality service • Co-ordinate with team members to overcome difficulty in meeting quality standards • Co-ordinate with team members to provide services • Co-ordinate with relevant parties to provide constructive advice to improve delivery of customer service • Apply innovation to enhance customer services 6.2.3 Implement customer service strategies • Promote customer service strategies, and introduce the strategies to relevant personnel • Implement procedures to resolve customer difficulties and complaints • Consult relevant personnel to make decisions on implementation of strategies 6.2.4 Monitor and report on customer service • Use organisational systems and procedures to monitor progress in achieving product/service targets and standards • Make appropriate decisions to overcome problems with products/services in consultation with relevant personnel • Make adjustments/recommendations to enhance the quality of products/services • Inform relevant personnel of the changes/adjustments • Manage records and reports
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying knowledge of the principles of quality standards • Capable of meeting the requirements of both internal and external customers • Capable of delivering quality services to customers • Capable of responding to and reporting on customer feedback
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Sell products and services
2. Code	LOCUSM319A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of demonstrating effective communication skills to identify customer requirements and sell relevant products and services.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of sales management • Know about the principles of sales management • Understand the products and services • Understand the business operations of logistics and related industries • Understand company policy and procedures 6.2.1 Apply product knowledge • Demonstrate knowledge of logistics related products/services • Develop product knowledge through various sources 6.2.2 Collect information • Apply listening skills to identify customer requirements • Apply questioning techniques to identify customer purchasing motives • Interpret and clarify non-verbal communication signals • Build relationships with customers where appropriate • Review sales performance to improve future sales 6.2.3 Approach customers and sell products/services • Determine and apply the best timing to approach customers • Identify and apply effective sales approaches • Arouse customer interest and sell logistics related products/services
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying product knowledge and using appropriate sales techniques to sell logistics related products/services • Capable of gathering information to enhance sales performance • Capable of approaching customers and selling logistics products/services
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement marketing and promotional activities
2. Code	LOCUSM320A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of implementing marketing and promotional logistics related activities.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	6.1 Know about marketing management and sales promotion - Understand the operations of the logistics industry - Understand the business policy of the company - Understand the concepts of sales promotion (i.e., the use of diverse tools to stimulate purchase of products or services) - Understand the concepts of sales and marketing in the logistics industry - Knowledge of the 4Ps components (i.e., product, price, place, and promotion) and the 4Cs components of marketing mix (i.e., customer solution, customer cost, convenience, and communication) 6.2.1 Plan marketing and promotional activities - Identify needs and goals for marketing and promotional activities - Investigate previous market activities to provide references - Identify and analyse relevant policies and procedures in relation to conduct marketing and promotional activities - Identify expected outcomes of marketing and promotional activities - Conduct analysis on collected market information - Plan marketing and promotional activities in accordance with the company's marketing needs - Obtain approval from relevant personnel - Ensure costs and schedules of marketing and promotional activities are in line with the budget - Develop contingency plan 6.2.2 Implement and manage marketing and promotional activities - Determine and access resources required to carry out the marketing activities - Identify and organise resources to facilitate marketing activities to achieve the predetermined goals - Undertake marketing activities - Monitor marketing activities, review and amend activity plans where appropriate 6.2.3 Review and report on marketing and promotional activities - Collect and analyse feedback from customers to evaluate the results of marketing and promotional activities - Assess the effectiveness of marketing and promotion activities to identify possible improvements - Provide feedback to relevant personnel who participated in the marketing and promotional activities - Analyse costs and schedules to assess the benefits generated from the marketing and promotional activities - Provide recommendations and constructive advice on future directions
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of planning and implementing marketing activities - Capable of reviewing the effectiveness of the marketing plan
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess customer transport requirements
2. Code	LOCUPD301A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of logistics management to assess and confirm customer transport requirements.
4. Level	3
5. Credits	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge and skills of identifying customer transport requirements • Know about customers' requirements • Understand relevant standards, codes of practice, and legislative requirement • Understand business operations of logistics related industries • Understand company policy and procedures 6.2.1 Assess goods to be transported • Consult with customer regarding the characteristics of the goods/stock to be transported to determine transport requirements • Identify regulatory or specific requirements for the shipments (e.g., Dangerous Goods Ordinance) • Identify specific handling characteristics/requirements • Match task requirements to workplace capability and operations 6.2.2 Determine transit requirements • Match applicable transportation modes to customers geographic location, load packaging characteristics, quantity of goods to be transported and other relevant requirements • Identify and assess required pick-up and destination points for safe access and operation • Identify and agree to specified transit times and routes with customer • Determine transportation modes with customer with reference to load characteristics, transit requirements, cost effectiveness and other relevant requirements • Conduct risk assessment of transport service and arrange risk mitigation plans. 6.2.3 Complete documentation • Document parameters of service requirements • Itemise and document service specifications • Document customer transport requirements as workplace requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of assessing the key characteristics of the goods to be transported • Capable of determining transit requirements
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Co-ordinate loading/unloading operations
2. Code	LOCUPD302A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of organising loading/unloading operations with reference to relevant regulations, workplace requirements and procedures for loading/unloading operations.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	<u>Performance Requirements:</u> 6.1 Knowledge of loading/unloading operations • Understand loading/unloading requirements • Know about the availability of loading/unloading equipment • Understand relevant regulatory requirements • Understand company policy and procedures 6.2.1 Identify loading/unloading requirements and priorities • Identify freight movement requirements with freight load plan • Schedule work with reference to constraints (e.g., time constraints and resources/equipment allocation) • Establish the availability of loading/unloading equipment and freight movement timings with freight movement documentation and schedules 6.2.2 Co-ordinate freight yard movement activities • Allocate yard freight handling equipment to loading or unloading operations and ensure that they align with the priorities • Co-ordinate movement of freight to minimise potential damage in the freight transfer
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying loading/unloading requirements and work schedule • Capable of allocating yard freight handling equipment to loading/unloading operations • Capable of co-ordinating movement of freight to minimise potential damage in the freight transfer
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Plan routes
2. Code	LOCUPD304A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying the knowledge of map reading and route planning principles to plan and manage routes.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of map reading and route management • Possess the knowledge of map reading • Know about route planning • Understand company policy and working procedures • Understand relevant regulatory requirements 6.2.1 Interpret street maps • Recognise and interpret symbols in street directories and road maps • Identify places in directory index and locate places on map 6.2.2 Plan routes • Identify the most direct and alternative routes between given locations and destinations, • Access and interpret relevant information on height, width and load limits of road infrastructure and other restrictions and take into account when planning routes • Select suitable routes to ensure the most efficient, safe, secure operations in accordance with relevant criteria (e.g., toll fee, traffic flow, height limit, and weight limit) for the transport operations and regulatory requirements 6.2.3 Monitor routes • Monitor route with the aid of Global Positioning System (GPS) or other relevant tools to follow planned routes • Complete required documents
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of interpreting street maps • Capable of planning routes and monitoring routes
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Co-ordinate fleet operations
2. Code	LOCUPD305A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying relevant knowledge of fleet management to co-ordinate fleet operations in warehousing, distribution, transport, and storage organisations.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Possess relevant knowledge of fleet management • Know about principle of fleet management • Understand business operations of transport and logistics related industries • Understand company requirements and relevant regulatory requirements 6.2.1 Co-ordinate fleet control functions • Allocate equipment with reference to pick-up and delivery requirements • Track the movement of goods and identify any deviations from the pickup and/or delivery schedule • Identify opportunities for improvement of fleet control logistics and take appropriate action to recommend or implement the identified initiatives 6.2.2 Prepare for contingencies • Employ suitable contingency measures for deviations from pickup and delivery schedule, and other incidents • Identify, clarify, and resolve routine problems 6.2.3 Communicate with customers and drivers • Communicate with customer and driver and respond to their enquiries appropriately • Access and use communication systems to communicate with customers in the completion of fleet management tasks 6.2.4 Co-ordinate scheduling of operational tasks • Access and use relevant scheduling system for processing the delivery of freight • Take the critical transport factors (e.g., traffic flow, height/width/length of tunnels and bridge, and weight limit) into account when planning and implementing pickup and delivery schedule 6.2.5 Complete documentation • Record fleet management information • Dispatch, process, and file completed documentation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of co-ordinating fleet control functions • Capable of identifying fleet control problems • Capable of employing suitable contingency measures • Capable of applying relevant scheduling system to schedule the transport of freight
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Co-ordinate breakdowns
2. Code	LOCUSS302A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of using judgment and discretion to co-ordinate breakdowns and emergencies with reference to established workplace emergency policy and procedures
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of managing emergencies • Know about the concept of emergency management • Know about relevant regulatory requirements • Understand company policy and procedures 6.2.1 Evaluate breakdown and/or emergency situations • Identify and clarify causes and effects of breakdown/emergency situations • Apply relevant breakdown/emergency procedures (e.g., procedure carried out during a fire alarm, and medical emergency procedure when first aid are needed) • Identify the nature of risks, and communicate to the relevant personnel or authorities • Take appropriate precautions and action to handle dangerous goods, and explosive/hazardous substances with reference to workplace policy (e.g., safety of staff and visitors, and minimise disruption and risk) 6.2.2 Consult with relevant personnel • Report the causes and effects of breakdown/emergency • Provide assistance and relevant information to relevant authorities • Obtain emergency information and communicate with relevant personnel 6.2.3 Co-ordinate breakdown and/or emergency situations • Take suitable measures to co-ordinate traffic at breakdown • Take appropriate precautions with reference to workplace procedures (e.g., work with emergency control team, provide adequate information for emergency service, complete the evacuation of affected areas, and secure affect areas) • Require assistance to minimise risks and damages with reference to established workplace emergency policy and procedures • Take suitable measures to protect and control and protect the breakdown and/or affected areas 6.2.4 Complete documentation • Complete and record required documents and reports
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of evaluating emergency situations and consulting with relevant personnel • Capable of co-ordinating emergency situations and complete documentation
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply safe working rules and regulations
2. Code	LOCUSS303A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying legislated safety requirements including acts and regulations, codes and/or guidelines to perform their tasks. Work involves the awareness of applicable legislated safety requirements (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<u>Performance Requirements:</u> 6.1 Knowledge of safety working rules and regulations • Know about relevant safety rules and regulations • Understand business operations in the transport and logistics related industries 6.2.1 Interpret applicable safety rules and regulations • Identify and understand relevant procedures for the applicable safety rules and regulations when carrying out basic work activities as part of operation 6.2.2 Apply awareness of relevant safety working rules and regulations • Apply awareness of relevant safety rules and regulations to all work activities applicable to the functions concerned • Conduct communications in accordance with the applicable safety requirements • Maintain appropriate records of communication as required within the applicable safety rules and regulations 6.2.3 Recognise and report unsafe situations • Consistently identify unsafe situations with awareness of the applicable safety rules and regulations • Report situations in the work environment identified as unsafe to appropriate personnel as per the applicable safety rules and regulations 6.2.4 Follow safe working instructions and procedures • Where applicable, follow relevant protocols as specified in the applicable safety rules and regulations • Complete appropriate records and documentation pertinent to safety protocols with reference to the safety rules and regulations • Follow appropriate safety precautions during work activities as per the applicable safety rules and regulations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of interpreting applicable safety rules and regulations • Capable of applying awareness of relevant safe working rules and regulations • Capable of recognising and reporting unsafe situation • Capable of following safe working instruction and procedures • Capable of taking appropriate safety precautions
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement occupational safety and health procedures
2. Code	LOCUSS304A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of implementing occupational safety and health procedure in workplace activities in accordance with relevant OSH regulations (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of OSH procedures • Know about relevant OSH requirements • Understand business operations in transport and logistics related industries • Understand company policy and procedures 6.2.1 Access information about OSH and the workplace policies and procedures • Access relevant information of OSH legislative requirements and codes of practice • Store information on workplace OSH policies and procedures in a readily accessible place • Explain information accurately and clearly to the work team and relevant personnel • Provide information about the outcomes of risk identification and control procedures to relevant personnel • Regular review ensures the whole work teams fully understand OSH regulations and adhere to relevant regulations 6.2.2 Implement procedures to identify and assess hazards • Identify current and potential hazards in workplaces • Assess identified hazards in relation to relative risk • Initiate appropriate action to minimise and control the risks/hazards 6.2.3 Implement procedures to control risks • Implement and review existing risk control measures • Implement and review working procedures to control risks • Identify required improvements to existing risk control measures and report to appropriate personnel • Work procedures to control risks are implemented and adhered to by the work group 6.2.4 Plan and supervise housekeeping arrangements • Identify and incorporate housekeeping tasks • Maintain housekeeping equipment • Allocate housekeeping tasks to team members and provide supervision • Plan housekeeping procedures and practices with reference to environmental and occupational safety and health requirements 6.2.5 Implement procedures to deal with hazardous events • Implement workplace procedures for coping with hazardous events according to relevant OSH regulations and take prompt control action where appropriate • Investigate and identify causes for hazardous events • Implement control measures to minimise risks of hazardous events and refer these measures to relevant personnel where appropriate
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of implementing procedures to identify and assess hazards • Capable of managing housekeeping arrangements • Capable of implementing risk control procedures, and deal with hazardous events
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement workplace security procedures
2. Code	LOCUSS305A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of security management to implement workplace security procedures. All activities should be performed with reference to workplace security requirements and operating procedures.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of security procedures - Know about principles of security management - Understand relevant regulatory requirements - Understand company policy and relevant security procedures 6.2.1 Monitor and check goods and personnel entering the worksite - The entry and exit of personnel and vehicles are controlled to prevent unauthorised entry or removal of goods and properties - Report potential security breach immediately to designated personnel 6.2.2 Carry out surveillance of work areas - Carry out surveillance of work areas - Take appropriate action in case of security breach and report incident 6.2.3 Deal with security incidents emergencies and write reports - Deal with security incidents/emergencies - Contact emergency services/security/police - Distribute written reports of emergencies/incidents to responsible parties 6.2.4 Complete required documentation - Complete surveillance reports and documentation and dispatch files
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of applying relevant knowledge of workplace security procedures - Capable of monitoring goods/personnel entering the worksite - Capable of dealing with security incidents/emergencies
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1 Title	Apply environmental protection procedures
2. Code	LOCUEP301A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying basic environmental protection principles and procedures to perform their tasks. All activities should be performed with reference to relevant operating procedures and environmental protection regulations (e.g. Air Pollution Control Ordinance (Cap.311)).
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge of environmental protection procedures
- Understand workplace procedures
- Understand company policy and business operations in logistics industries
- Understand environmental protection requirements

6.2.1 Minimise the effects of pollution during work
- Take precautions to ensure spilt fuel, chemicals, lubricants, and noxious plants do not pollute the environment
- Efficiently operate equipments and vehicles to minimise air pollution through excessive exhaust emissions
- Keep worksites clean and tidy during work operations and dispose of waste in accordance with regulations and workplace procedures
- Implement recycle concept to reduce the quantity of waste
- Contain contaminant from worksites by use of appropriate traps and barriers
- Avoid unnecessary running of engines/equipment to minimise pollution
- Minimise noise pollution from work
- Implement energy saving concept by switching off the lights, air-conditioning, and heating systems in workplaces whenever applicable

6.2.2 Minimise the effects of pollution during maintenance
- Take suitable precautions during maintenance and construction activities not to pollute the environment by implementing housekeeping and environmental protection precautions and procedures
- Dispose of rubbish in designated rubbish disposal bins

6.2.3 Avoid environmental damage
- Take suitable precautions to avoid damage to sensitive sites

6.2.4 Transport/handle hazardous materials safely and environmentally
- Compliance of instructions contained in material safety data sheets in regard to safe transportation requirements in accordance with government regulations and workplace requirements
- Dispose of contaminant according to relevant regulations (e.g. Waste Disposal Ordinance (Cap.354))
- Handle and move hazardous materials in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution
- Plan routes for transporting hazardous cargoes to minimise risks of environmental pollution and contamination

6.2.5 Complete reports and documentation
- Report environmental breaches in accordance with workplace procedures
- Documentation is accurately completed

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	• Capable of taking precautions to prevent pollution to the environment within workplace and job role
	• Capable of understanding the relevant regulatory requirements and workplace procedures to handle pollutants
	• Capable of understanding of the relevant regulatory requirements and workplace procedures for the disposal of waste and effluent
	• Capable of conducting assessment to demonstrate competent performance of the following in a range of situations: (a) minimising the effects of a number of different pollutants during work in a variety of situations, (b) identifying sensitive sites, (c) disposing of contaminants, and (d) completing documentation
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Load and unload explosive and dangerous goods
2. Code	LOCUCT301A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of loading and unloading explosive and dangerous goods according to relevant standards, codes, and regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations).
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of loading and unloading explosive and dangerous goods • Know about the special precautions and procedures, and nature of risk for load and unload explosive and dangerous goods • Know about the current codes of practices, safety requirements, and loading regulations • Understand the operations and workflows of logistics and related industries 6.2.1 Prepare to load and unload • Identify explosive/dangerous goods and their characteristics • Take the compatibility of explosive/dangerous goods into account when segregating and assembling cargo for loading • Check loading equipment or vehicle to ensure the suitability of carrying the cargo 6.2.2 Load/unload cargo • Load/unload vehicle with reference to relevant codes of practice, workplace procedures, and regulatory requirements on load/unload cargo • Segregate the cargo in accordance with subsidiary and class risk, and check the distribution of load • Select and apply relevant protective equipment during the loading or unloading operations • Follow emergency procedures in the incident/accident events when loading/unloading explosive/dangerous goods 6.2.3 Secure and protect cargo • Secure the cargo using the load protection and restraint equipment • Protect the cargo safety requirements and workplace procedures • Ensure the load distribution is within the vehicle's safe working capacity • Clearly mark the vehicle to indicate the carriage of explosive/dangerous goods 6.2.4 Check the vehicle • Inspect and check the vehicle to ensure the suitability of carrying explosive and dangerous goods • Ensure the vehicle can be safely stopped and parked • Complete the declaration of dangerous goods and relevant documentation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying load equipments, load characteristics, and related practices • Capable of identifying label, markings/placards • Capable of distributing, segregating, and securing load for safe transport • Capable of loading/unloading dangerous and explosive goods
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle dangerous goods/hazardous substances
2. Code	LOCUCT302A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of safe handling dangerous goods/hazardous substances according to relevant regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations).
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of handling of hazardous substances or dangerous goods • Know about the handling of hazardous substances or dangerous goods • Understand relevant regulatory requirements • Understand company policy and procedures 6.2.1 Identify workplace requirements for hazardous substances/dangerous goods • Identify hazardous substances/dangerous goods from information including class labels, manifests, and other documents • Identify and apply storage requirements for hazardous substances/dangerous goods • Plan work activities with reference to legislative requirements for hazardous substances/dangerous goods (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations) • Observe characteristics of hazardous/dangerous goods and handling procedures • Where hazardous substances/dangerous goods do not appropriately label, seek verification from relevant personnel 6.2.2 Follow site incident procedures • Identify incident reporting processes • Locate and check emergency equipment according to relevant safety regulations (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations) • Identify and implement emergency procedures 6.2.3 Select handling techniques • Select load shifting and handling procedures with reference to requirements of goods • Check handling equipment against the manufacturers guidelines and requirements • Check signage for compliance with workplace procedures 6.2.4 Monitor, review and report on handling procedures • Monitor and review handling procedures regularly in accordance with relevant regulatory requirements (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations) • Recognise, report and record non-conforming issues (e.g., handle dangerous goods without valid licence) • Make recommendations to enhance the safety and efficiency of handling procedures • Amend and document handling procedures to enhance workplace safety and inform relevant personnel of the changes/adjustments, • Complete and record all required documentation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying hazardous substances/dangerous goods • Capable of identifying and selecting relevant safety requirements for handling hazardous substances/dangerous goods • Capable of recognising worksite/ job hazards and minimising the potential risks • Capable of selecting appropriate handling work systems and equipments
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Develop rosters
2. Code	LOCUOM303A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of developing rosters with reference to relevant human resources policy, operating procedures, and codes of practice applicable to logistics industry.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements:
	6.1 Relevant knowledge of developing rosters
	• Know about the principles of human resources management (HRM)
	• Understand the business operations of logistics related industries
	• Understand company policy and procedures
	6.2.1 Identify operating requirements
	• Identify transport timetables and running times for each line or service and keep updated within roster operations
	• Identify transport running times for each line or service to ensure all crewing requirements are planned
	• Identify set working or work tasks to be performed for each transport service
	• Identify contingency plans covering operational problems and analyse the impact on crewing needs
	6.2.2 Identify tasks and responsibilities and work requirements
	• Identify support activities, where required to facilitate transport arrival and activities, to ensure all crewing requirements are planned
	• Identify set workings or required work tasks in support activities
	6.2.3 Establish work rosters
	• Develop rosters to cover all work requirements regarding relevant workplace/industrial conditions
	• Arrange rosters to allow the implementation of contingency plans
	• Circulate rosters with reference to operating procedures and human resources policies for review by affected personnel
	• Identify and address relevant OSH requirements (e.g., duty of care) in the developed rosters
	• Identify and address relevant safe working requirements and systems in the developed rosters
	6.2.4 Finalise work rosters
	• Address feedback from personnel associated with rosters and agree modifications
	• Document and distribute final rosters to ensure work requirements are communicated
	6.2.5 Identify changes to timetables, planned activities and support activities
	• Identify changes to transport timetables and assess their effect on operations and support areas
	• Identify and communicate new work requirements or revised set workings to appropriate personnel
	• Resolve difficulties relating to new work requirements with central roster operations and the appropriate work areas
	• Resolve difficulties in achieving changes to work outcomes with those initiating change within workplace policies and procedures

	6.2.6 Confirm changes to planned activities • Identify and confirm changes to planned services and assess impact on support activities • Assess required support activities to achieve amended service and identify and allocate necessary resources • Convey revised work outcomes or set workings to relevant support work areas for implementation 6.2.7 Confirm personnel availability • Confirm and distribute amended rosters and work requirements to appropriate work areas • Notify personnel on amended rosters who are required to achieve new work outcomes • Resolve difficulties associated with compliance with amended rosters or work outcomes within the work area to the satisfaction of all involved within workplace policies and procedures 6.2.8 Re-allocate personnel and amend rosters • Confirm changes to rosters with appropriate personnel • Make arrangements for the implementation of amended rosters • Reallocate personnel to achieve agreed work outcomes or amended set workings • Make final amendments to rosters to achieve agreed work outcomes or set workings • Update appropriate documents to reflect changes made and ensure their recognition
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying operating and work requirements, tasks, and responsibilities • Capable of developing, amending, and finalising work rosters • Capable of adjusting rosters and reallocating personnel according to the changes to planned activities
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Monitor attendance records
2. Code	LOCUOM304A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of monitoring and processing attendance records with reference to relevant human resources policy, and operating procedures.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of monitoring attendance records - Know about relevant principles of human resources management - Understand business operations of logistics related industries - Understand company policy and procedures 6.2.1 Monitor attendance records - Access, check and document hours worked as recorded for each employee on a prescribed time basis - Follow up employee record cards or other daily time records showing hours of absent to ensure authorised absences are accurately recorded - Follow up employee daily time sheets showing additional hours worked to determine whether additional payments are authorised - Notify unauthorised absences to appropriate personnel on a timely basis to ensure follow-up action is initiated - Receive, check, and process employee attendance sheets to ensure accurate employee records are maintained 6.2.2 Process attendance records - Identify, confirm, and notify unexplained absences for follow-up actions - Check and forward timesheets to payroll department for follow-up actions - Check and redistribute employee record cards or other identification systems requirements on a timely basis
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of monitoring attendance records - Capable of processing attendance records
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Prepare workplace orientation/induction procedures
2. Code	LOCUOM305A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of preparing workplace orientation/induction procedures with reference to relevant human resources requirements, policy, and procedures.
4. Level	3
5. Credit	6 (for reference only)
	Performance Requirements:

6.1 Possess relevant knowledge of workplace orientation/induction procedures
- Know about relevant principles of human resources management
- Understand business operations of logistics related industries
- Understand company policy and relevant regulatory requirements

6.2.1 Identify workplace areas in terms of occupations, organisational functions and structures
- Identify the goods and materials flow, the workplace layout and conduct work activities in the working area
- Outline the organisational structure and the relationship of structure
- Identify the types, purpose, and risk factors of workplace facilities
- Outline equipment and technology used in the workplace
- Identify and take individual responsibilities under industrial agreements
- Identify workplace hazards and follow relevant hazard minimisation procedures
- Identify and use relevant personal protective equipment (PPE)
- Identify and follow workplace emergency procedures in emergency situations

6.2.2 Arrange and accept own workload
- Establish and record priorities and deadlines in consultation with relevant personnel
- Plan work activities and communicate progress of work to relevant personnel
- Complete work to the expected standard with reference to relevant directions, instructions or guidelines
- Identify difficulties and variations affecting work requirements and report to relevant personnel
- Seek additional support where appropriate to improve work to relevant personnel

6.2.3 Apply ethical practices
- Identify and follow legislation, regulations and workplace requirements
- Meet undertakings and commitments to customers, supervisors, and colleagues
- Maintain required confidentiality
- Apply ethical work practices and codes of practices
- Identify workplace security policies and follow workplace security procedures

6.2.4 Act constructively on personal feedback
- Seek suggestions to work improvement from relevant personnel
- Act upon feedback from relevant personnel to improve work performance

6.2.5 Participate in identifying own learning needs
- Identify workplace operations, and focus of endeavour
- Identify training opportunities, career paths, and organisational structure of the company
- Take steps to identify own learning needs through planning and assessment for future work requirements
- Undertake opportunities to learn and develop required competencies

	6.2.6 Plan and organise a personal daily routine
	   • Plan daily routine to take into account workplace procedures, rosters, and regulatory requirements
	   • Seek clarification of tasks requirements where appropriate
	   • Agree performance measures and discuss with relevant personnel where adjustments are necessary
	   • Identify and report completed tasks in accordance with workplace requirements

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	   • Capable of identifying occupations, organisational structures, and functions
	   • Capable of planning and organising work activities
	   • Capable of identifying learning needs and developing required competencies

8. Remarks	

1. Title	Implement quality management training programmes
2. Code	LOCUOM306A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of assuring staff quality by assisting in the implementation of quality management courses and training programmes for transport and logistics services.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Techniques for human resources management and programme management - Understand the concept of quality management - Understand the importance of human resources and manpower quality within its quality management systems - Possess knowledge of the company's human resources policy in its quality management systems - Recognise competency specifications for the transport and logistics industry - Understand the company's logistics operations - Understand the requirements of monitoring organisations and the legal requirements for training of existing staff and new staff - Master the management techniques required for implementing training courses and programmes 6.2 Implement training courses and programmes - Implement basic quality management courses and training programme with reference to the human resources development plan of individual companies' quality management systems so as to assure the quality of transport and logistics services - Assist in the planning and design of basic quality training courses - Assist in formulating the procedures and duration for training programmes - Assist in preparing materials for training programmes - Implement basic quality management courses - Conduct training course assessment - Identify suitable organisations to offer relevant quality management courses and programmes with reference to the human resources development plan of individual companies' quality management systems - Assist in searching for suitable training organisations - Assist in identifying suitable courses or training programmes - Communicate with training organisations - Assist in assessing suitable training organisations - Review the course effectiveness - Capable of making use of questionnaires to collect opinions from trainees on courses - Capable of assisting department heads to monitor trainees' progress after training - Establish file systems to systematically maintain suitable records for aspects on training, skills and experiences - Submit training information and record to monitoring organisations

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	• Capable of elaborating the competency specifications of the transport and logistics industry in a simple way
	• Capable of assisting in the planning and design of basic quality training courses
	• Capable of effectively implementing basic quality training courses and programmes
	• Capable of systematically maintaining suitable records for aspects on training, skills and experiences
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM302A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use advanced English for business communications
2. Code	LOCUOM307A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of using advanced English to communicate with customers so as to understand clearly their needs and executing relevant duties effectively.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Advanced English communication skills - Understand fairly the operations of the logistics industry - Master common terms, the abbreviations and technical terms used in the logistics industry - Know about English terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the logistics industry - Understand the company structure, functions and work flow of different departments, cooperation mode among departments and their scope of responsibility - Understand the business relationship between the company and customers and characteristics of each customer - Possess good communication skills and skills for receiving customers - Good interpersonal skills - Good sales techniques 6.2 Use advanced English for business communication with customers - Use advanced English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively - Respond to customers' requests for more detailed explanation of business according to personal ability, and report to senior levels and seek help at the right time - When there is any communication problem or complaint during the communication with customers, report immediately to senior levels and find out the best way to handle it - When there is any communication problem during the process of handling business with customers, report immediately to senior levels for handling
7. Assessment Criteria	This integrated outcome requirement of this unit of competency are: - Capable of using advanced English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively - Capable of using frequently used words and terms in the logistics industry
8. Remarks	This UoC is adapted from the Logistics UoC LOCUSM313A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use advanced Putonghua for business communications
2. Code	LOCUOM308A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of using advanced Putonghua to communicate with customers so as to understand clearly their needs and executing relevant duties effectively.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Advanced Putonghua communication skills - Understand fairly the operations of the logistics industry - Master common terms, the abbreviations and technical terms used in the logistics industry - Know about Putonghua terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the logistics industry - Understand the company structure, functions and work flow of different departments, cooperation mode among departments and their terms of reference - Understand the business relationship between the company and customers and characteristics of each customer - Possess good communication skills and skills for receiving customers - Good interpersonal skills - Good sales techniques 6.2 Use advanced Putonghua for business communication with customers - Use advanced Putonghua to communicate with customers so as to understand clearly their needs and execute relevant duties effectively - Respond to customers' requests for more detailed explanation of business according to personal ability, and report to senior levels and seek help at the right time - When there is any communication problem or complaint during the communication with customers, report immediately to senior levels and find out the best way to handle it - When there is any communication problem during the process of handling business with customers, report immediately to senior levels for handling
7. Assessment Criteria	This integrated outcome requirement of this unit of competency are: - Capable of using advanced Putonghua to communicate with customers so as to understand clearly their needs and execute relevant duties effectively - Capable of using frequently used words and terms in the logistics industry
8. Remarks	This UoC is adapted from the Logistics UoC LOCUSM314A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle issues on quality of transport and logistics services
2. Code	LOCUQM306A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of handling issues on quality of transport and logistics services when carrying out quality management duties.
4. Level	3
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Format and content emphasis of the quality assurance report for transport and logistics services - Understand the concept of quality management - Master the application of management concept to control service quality - Understand the company's quality management scheme, including: - Quality management systems, policies and targets - General duties of quality management committee - Quality management education and training - Understand procedures and methods for the execution of transport and logistics services - Understand staff's rights and obligations, and their modes of communication in each process of transport and logistics services - Understand channels and means used by customers to give their feedbacks - Understand the means for measuring, assuring and recording the quality of transport and logistics services - Understand the format and emphasis within the content of the quality assurance report on transport and logistics services - Master basic statistical and data processing techniques - Master methods and tools for analysing service quality, such as array diagram, cause-effect diagram 6.2 Handle all kinds of issues and problems concerning service quality - Follow the quality management scheme in order to execute quality assurance systems, master the assurance specification, strictly examine the major control points of each service procedure, record all quality related issues, such as quality level for each action, non-compliance with regulations, errors, defects, deviation, excesses or shortfalls and other causes, etc. - Quantify issues and problems on quality management so as to provide sufficient data or information to produce the quality assurance reports - Compile quality assurance reports and analyse the causes of quality problems - Determine whether the quality conditions need further action - Recommend remedial measures to improve service quality
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of referring to the quality management scheme to systematically examine the major emphasis of quality control in each procedure of the service, and recording any conditions that are relevant to the service quality - Capable of analysing each working procedure, quantify quality management issues and problems and compiling quality assurance reports
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM301A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply quality management knowledge
2. Code	LOCUQM307A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying quality management knowledge to perform tasks with solutions and judgment in transport and logistics services
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of quality management • Know about the principles of quality management and techniques drive quality improvement (e.g. Quality function deployment (QFD), ISO, Kaizen, Six Sigma, etc.) • Understand the operations of transport and logistics related industries • Understand company policy and procedures 6.2.1 Access and interpret relevant quality management information • Identify and obtain relevant quality management requirements • Analyse quality management information obtained to determine the relevance and application to the organisation • Formulate analysis outcomes and determine recommendations relevant to quality management 6.2.2 Use knowledge of quality management • Apply quality management requirements and recommendations relevant to logistics • Assess, review and record effectiveness of the recommendations • Adjust recommendations if required and document for future application
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying knowledge of quality management to recommend solutions and judgments • Capable of accessing and interpreting quality management information
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply knowledge of information and communication technology
2. Code	LOCUEL305A
3. Range	This unit of competency is applicable to logistics service providers. Practitioner should be capable of applying knowledge of ICT as part of advanced international freight forwarding functions.
4. Level	3
5. Credit	3 (for reference only)

6. Competency	Performance Requirements:
	• Knowledge of ICT
	  • Understand the concepts of ICT
	  • Know about the operations of international freight forwarding
	6.2.1 Access and interpret information and data applicable to ICT
	  • Regularly access information and data on ICT applicable to international freight forwarding from appropriate sources
	  • Interpret and apply information on applicable ICT when working on freight forwarding projects
	  • Undertake continuous professional development to ensure a current knowledge of applicable ICT as per industry practice and company standard procedures
	6.2.2 Demonstrate the required knowledge of applicable ICT
	  • Demonstrate knowledge of applicable ICT required to perform effectively as an international freight forwarder through the successful completion of a range of assignments in both real and simulated freight forwarding project
	6.2.3 Apply knowledge of ICT to the freight forwarding functions
	  • Consistently apply up-to-date information on applicable ICT when carrying out the international freight forwarding functions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of maintaining a knowledge of current information and communication technology related to international freight forwarding functions • Capable of interpreting and applying required knowledge of applicable current information and communication technology to the international freight forwarding functions
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement e-commerce procedures for the logistics industry
2. Code	LOCUEL308A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of conducting different forms of e-commerce operations among relevant companies or units in the industry.
4. Level	3
5. Credit	6 (for reference only)

6. Competency	Performance Requirements:
	6.1 Basic knowledge of e-commerce operation
	• Understand different types of e-commerce, including:
	    o Business-to-customer e-commerce
	    o Business-to-business e-commerce
	    o Customer-to-customer e-commerce
	• Understand the e-commerce relationship between the company and relevant units
	• Understand which processes in the logistics operations are suitable to adopt e-commerce procedures
	• Understand e-commerce procedures of the company, including:
	    o Customer online and security
	    o Customer data processing
	    o Search management
	    o Content and product /service catalogue management
	    o Payment management
	    o Workflow management
	    o Special incident / information notification
	• Understand the information technology adopted in e-commerce operations conducted between the company and relevant units
	• Understand the legal responsibilities and risks faced by the company and units when conducting e-commerce operation
	6.2 Implement e-commerce procedures among relevant units in the logistics industry
	• Adopt suitable technologies to conduct e-commerce operations between the company and relevant units according to their e-commerce relationship
	• Ensure that the rank of the personnel responsible for e-commerce operations has the authority to do so
	• Conduct electronic data/document interchange according to the operational instructions of e-commerce
	• Maintain supplementary records of e-commerce operation

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of adopting suitable technologies to conduct e-commerce operations between the company and individual unit according to their e-commerce relationship
8. Remarks	This UoC is adapted from the Logistics UoC LOCUEL304A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Perform land transport services through web platform
2. Code	LOLTEL301A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of use public, private or self-developed web platforms in the logistics operations so as to enhance the effectiveness and reliability of the operation.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic knowledge of logistics web platform • Understand the concept of web platform • Understand the transport workflow and operations of the company • Understand the importance of web platform to the transport workflow • Understand the functions and working procedures of web platform • Understand the privacy function and the level of access to document and information for web platform 6.2 Apply logistics web platform to the logistics operations • Use logistics web platform to prepare, transmit, release, upload, download and save general documents and information • Use web platform for cargo tracking and market transactions in the industry • Select and decide on the nature of individual web platforms, and level of data access, the identity of personnel receiving and handling data, and confidentiality of data for the platforms • Record and save web 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 web platform service providers • Obtain the latest information from web platform service providers and master its influence on daily operations
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of using the functions of web platforms and master the procedures of using the platform software effectively • Capable of handling, transmitting and analysing data relevant to the logistics operations on web platform according to the operational needs of the company • Capable of making use of the web platform operations records in the in-house operations according to the operational needs of the company
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Verify insurance certificates and policies or related documents
2. Code	LOCULC301A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of verifying insurance certificate and policy or related documents legally and properly under instruction.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of legal requirements and operations of the insurance industry - Have basic understanding of the operations of the insurance industry, different roles of the insured, intermediary and insurance company as well as general insurance terms - Capable of handling general documentation and filing duties - Operate general computer software or software used by the company - Describe the difference of insurance certificate and policy or related documents, their legal validity and importance - Understand the latest legal requirements for showing the original copy of the insurance certificate or related documents, and understand the impact of violating relevant legislations 6.2 Handle insurance certificate and policy or related documents legally and properly - Verify the insurance certificate and policy or related documents according to the documents exchanged with the intermediary or insurance company - Implement post-implementation procedures - Store documents - Deliver documents to relevant personnel
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: Capable of verifying insurance certificate and policy or related documents legally and properly under instruction
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL305A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply basic principles of insurance law to handle insurance matters
2. Code	LOCULC302A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of handling insurance matters by applying the basic principles of insurance contract and base on the understanding of the transport procedures as well as the characteristics of the goods.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Basic principles of insurance contract • Understand the structure of the Office of the Commissioner of Insurance • Understand the monitor of insurance companies or intermediaries by the Office of the Commissioner of Insurance • Understand the application of relevant insurance legislations in Hong Kong and other countries • Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. • Understand the legal responsibilities and impact by violation of law • Understand the criminal and civil liabilities for business in general • Understand the characteristics of the industry, the operating procedure, and the cooperation and relationship with customers 6.2 Handle insurance matters by applying the basic principles of insurance contract • Understand the impact on the validity of the insurance contract by violation of the principle of utmost good faith • Capable of distinguish material and immaterial circumstances so as to decide whether to inform the insurance company or not on any changes in business operation, insurance standards, etc. • Apply the definition of insurable interest to define whether the company possess legally-recognised interests in the subject matter insured so as to arrange a valid insurance contract • Insure for the subject matter insured at suitable time • Understand the principle of contract of indemnity so as to decide the appropriate sum insured and make claims for it • Understand insurer in the situation of underinsurance and how to assess the compensation amount • Apply relevant basic principles of insurance law to handle claims
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of applying principles of insurance law to handle claims
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Comply with logistics related regulatory requirements
2. Code	LOCULC303A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of complying with logistics related legislative and regulatory requirements, including logistics security, safe handling of cargoes, and other applicable legislations.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of relevant legislative and regulatory requirements - Know about relevant legislative and regulatory requirements in logistics related industries - Understand business operations in the logistics related industries - Understand company policy and procedure - Understand relevant organizations (e.g., ICAO, IATA, WCO and GAO) govern logistics security - Understand relevant security requirements, including security schemes (e.g., RAR and ISPS), security concepts (e.g., AEO), and security programmes (e.g., C-TPAT) 6.2.1 Handle cargoes according to company operating procedure - Apply relevant business codes of conduct, and relevant legislative and industrial provisions in business operations - Transport, store and handle goods according to relevant company security policy and procedures, and regulatory requirements 6.2.2 Maintain logistics security - Handle and organise information according to regulatory requirements and company operating procedures concerning logistics security - Administer access to records according to regulatory requirements and company operating procedures concerning logistics security 6.2.3 Adhere to relevant legislation and governmental requirements - Determine relevant governmental and regulatory requirements - Ensure transport and logistics operations fulfil relevant security requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of handling cargoes according to security procedure - Capable of maintaining logistics security - Capable of determining and complying relevant governmental and regulatory requirements
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Competency Level 4

1. Title	Build relationships with customers
2. Code	LOCUSM412A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of building relationships with customers and conducting sales presentations.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Know about customer relationship management • Know about the principles of customer relationship management • Understand the business operations of logistics related industries • Understand company policy and procedures 6.2.1 Establish rapport with customers • Establish rapport with customers and show concern towards customers' needs and requirements to develop customer relationships • Maintain high ethical standards to enhance company credibility and image • Identify customers' needs accurately to maximise customers' satisfaction and sales volume • Apply appropriate techniques to maximise sales volume • Provide adequate information to customers 6.2.2 Apply expert knowledge • Provide customers with accurate product information to facilitate customers in making purchase decisions • Evaluate product features and advantages/disadvantages of products/services and make recommendations to customers • Maximise customer interest in product/service and offer payment options • Accurately calculate prices and discounts • Provide adequate information of after-sale supporting services and back-up services • Accurately explain back-up service and reassure customers in accordance with relevant legislative requirements • Provide customers with relevant contact information • Input customer and transaction data and details into database accurately for record and follow-up purposes 6.2.3 Plan sales presentations • Plan sales presentations to introduce product characteristics • Target customer group in accordance with product characteristics and company policy (e.g., customer profile) • Prepare promotional materials and distribute to targeted customer group • Organise and present a range of products/services to enhance company image 6.2.4 Implement sales presentations • Ensure sufficient resources (e.g., supporting staff, promotion booklet, presentation materials) are prepared for presentations • Apply effective communication skills to encourage customer interaction and create customer interest • Assess presentation results in accordance with predetermined criteria, and provide improvement recommendations where appropriate

	6.2.5 Deal with difficult customers effectively • Address customer complaints and provide support to customers • Apply active listening and questioning skills to minimise customer frustration and verbalise issues • Develop mutually acceptable solutions to resolve the problems • Establish customer loyalty and confidence in the product/service, and develop long-term trust relationships
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of developing and maintaining expert knowledge to accurately provide product information to customers • Capable of planning and implementing sales presentations • Capable of developing, maintaining, and utilising customer database to formulate marketing activities • Capable of handling customer complaints and solving problems effectively • Capable of establishing long-term relationships with customers
8. Remarks	

1. Title	Lead sales teams
2. Code	LOCUSM413A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of providing leadership to sales team and managing resources effectively.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:
	6.1 Know about sales management • Know about the principles of sales management • Understand business operations and operating environment in logistics related industries • Understand company policy and procedures • Understand relevant regulatory requirements 6.2.1 Lead a sales team • Identify individual team members' specific needs and considerations • Identify and address operational contingencies specific to an individual, context, time or territory • Achieve consistent management practices • Action and follow up teams' needs and requests • Achieve credible communication through clarity of decisions and timely management responses • Identify and resolve breakdowns in communication and trust relationships 6.2.2 Manage coverage of a sales team • Clearly communicate performance targets for service levels and sales for sales team representatives and ensure they are understood • Secure sales reports from sales team members in agreed detail, format and deadlines • Analyse and action sales team members' reports 6.2.3 Manage sales team resources • Deploy budget and resources to the sales team • Motivate team members to achieve individual and collective sales and performance targets • Determine equipment and resource requirements for sales team operations • Establish procedures for sales team to request resources • Process sales team requests for additional resources if required • Manage sales team equipment according to budget and operational requirements • Monitor compliance of sales team resource expenditure with budget 6.2.4 Conduct sales team meetings • Organise and resource sales team meetings as required • Facilitate sales team meeting to achieve agreed agenda and objectives • Minute, record and report meetings • Ensure field and sales team meeting outcomes are satisfied 6.3 Manage sales team • Ensure sales, service and management activities reflect business sales and service policies and procedures • Ensure personal behaviour of team members reflects the values and culture encouraged by the business • Ensure personal performance of team members meet business expectations and achieve team objectives

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of setting and communicating performance standards, sales targets and individual performance requirements to team members - Capable of evaluating and amending leadership style to meet work team, contingency and performance contexts - Capable of communicating sales/service targets and plans and provide feedback on operations and outcomes to relevant personnel
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Market services and products
2. Code	LOCUSM414A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing tasks with discretion and judgment in marketing services and products to customers.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Know about marketing management - Know about the principle of marketing - Know about the relevant knowledge of customer service - Understand company policy and procedures 6.2.1 Identify opportunities to promote products and services - Synthesise technical specifications and application(s) of products and services - Match/tailor applicability of products and services to particular customers or customer groups based on their requirements - Explain features of products and services (including technical specifications) in relation to customers' requirements or potential requirements - Where appropriate, refer customers to expert personnel or services 6.2.2 Negotiate sales - Explore potential sales opportunities with customers - Negotiate with customers to complete the sales, to reach agreements in accordance with customers' requirements 6.2.3 Close sales - Complete documentation of the agreements with customers - Maintain contact with customers 6.3 Review the effectiveness of marketing services and products - Review sales and marketing activities - Determine performance standards - Collect data to evaluate current performance - Identify gaps between standards and actual performance - Provide recommendations to meet pre-determined performance
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of recognising opportunities to promote products and services - Capable of negotiating sales - Capable of completing documentation of the agreements with customers - Capable of reviewing the effectiveness of marketing services and products
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement accident-emergency procedures
2. Code	LOCUSS402A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of emergency management and OSH to implement accident-emergency procedures. All activities should be performed according to occupational safety and health (OSH) codes/regulations and workplace requirements concerning the accident or emergency events (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of emergency management and OSH • Know about principles of emergency management • Know about OSH codes and regulations • Understand emergency procedures for such situations as fire, chemical spills, gas leaks, first aid, explosions, natural disasters, riots, and workplace violence • Understand relevant regulatory requirements 6.2.1 Respond to the incident • Receive, analyse and confirm accidents, incidents, and emergencies details • Identify and action immediate co-ordination requirements with reference to emergency procedures (including chain of command, disaster plan, evacuation, incident reporting, and injury reporting) • Clarify assistance required and report immediately • Make requests for assistance 6.2.2 Co-ordinate on-site activities • Assume site control activities on arrival and inform operator and other authorities present • Assist to customers and operators within the limitations of organisation requirements (e.g., 1st: protection of life; 2nd: prevent spread of hazard; 3rd: save assets in affected area; and 4th: eliminate the hazard) • Notify details of personnel, including names and nature of injuries to relevant personnel • Provide assistance to relevant authorities 6.2.3 Finalise accident/emergency process and complete records • Provide relevant information • Complete and process documents and reports 6.2.4 Complete follow-up actions • Notify details of affected personnel (e.g., names, nature of injuries and follow-up treatments to next-of-kin) • Investigate incidents and complete reports • Review the effectiveness of accident procedures and emergency plans, and provide recommendations for changes if required
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of responding to the incident and co-ordinating on-site activities • Capable of finalising accident/emergency process and complete records • Capable of carrying out follow-up actions and reviewing the effectiveness of emergency plans and procedures, and provide recommendations
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement transport regulations compliance systems
2. Code	LOCUSS403A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing the tasks of implementing transport regulations compliance systems and provide leadership with reference to relevant workplace policy, procedures, and legislative requirements (e.g., exhaust and noise emission standards, vehicle examination, and weight limitation).
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of relevant transport regulatory requirements • Know about relevant transport regulatory requirements • Know about transport operations and cargo handling • Understand company policy and procedures 6.2.1 Identify and interpret relevant regulations • Identify relevant transport regulations sources • Access information regarding transport regulations • Interpret information accurately • Identify responsibilities and duties with reference to relevant regulatory requirements (e.g., exhaust and noise emission standards, vehicle examination, and weight limitation) 6.2.2 Carry out operations complying to transport regulations • Carry out transport procedures according to requirements for the type of goods • Carry out activities with reference to industry guidelines, and relevant regulatory requirements • Complete records for operations • Assess codes of practice and compliance with transport regulations to ensure legal requirements are maintained 6.3 Review operations • Identify improvements to transport operations (e.g., incentive scheme for replacing outdated diesel commercial vehicles) • Suggest improvements to the effectiveness of the transport regulations, policies, procedures, and programmes • Assess compliance with transport regulations and make modifications if required
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying and interpreting relevant transport regulations • Capable of carrying out operations complying to transport regulations • Capable of identifying improvements to transport procedures and provide suggestions
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement freight safety standards for dangerous goods/hazardous substances
2. Code	LOCUSS404A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of implementing safety matters for dangerous goods according to freight standard of the industry and legal requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations)
4. Level	4
5. Credit	9 (for reference only)

6. Competency	Performance Requirements:
	 6.1 Basic knowledge of safety standard for dangerous goods
	 • Understand types and characteristics of dangerous goods
	 • Understand freight standard for dangerous goods handling
	 • Understand the concept and possess the knowledge of hidden dangerous goods
	 • Understand legal requirements and regulations on cargo and workers
	 • Be familiar with company's operational guidelines on dangerous goods
	 • Understand basic audit functions and procedures
	 • Understand the consequences and seriousness of non-compliance with the safety standard for dangerous goods
	
	 6.2 Implement safety standard for dangerous goods
	 • Provide requirements and guides on shipment of dangerous goods to the shipper or its agent
	 • Formulate document checking procedures and pay attention to the shipment of hidden dangerous goods
	 • Arrange training for frontline staff to conduct the following:
	     o Visually check the package, labels and marking of the dangerous goods
	     o Examine the shipment documents, import/export licence and certificate for the dangerous goods
	     o Fill in shipment checklist of dangerous goods
	     o File the documents for record
	     o Store the dangerous goods
	 • Communicate regularly with regulators
	
	 6.3 Conduct audit
	 • Handle regular checks to meet safety requirements
	 • Run internal audits on a regular basis for the company with reference to industry's freight standards for dangerous goods and relevant regulatory requirements

7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: • Capable of implementing safety standards for handling dangerous goods in accordance with relevant regulatory requirements • Capable of conducting internal audit to ensure freight safety standards
8. Remarks	This UoC is adapted from the Logistics UoC LOAFSS403A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Establish and implement storage procedures for dangerous goods/hazardous substances
2. Code	LOCUSS405A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of implementing procedures for storage of dangerous goods/hazardous substances according to relevant (occupational safety and health) OSH regulations, workplace procedures and policy.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of handling of dangerous goods/hazardous substances • Know about the handling of dangerous goods/hazardous substances • Understand relevant regulatory requirements • Understand company policy and procedures 6.2.1 Access information • Identify, store and retrieve legislative requirements for dangerous goods/hazardous substances as required • Store information on workplace OSH policies and safe work procedures in an accessible location and manner • Explain information on relevant workplace policies and procedures, and legislative requirements • Explain information on the application of control measures and the outcome of hazard identification, and risk assessment to the work group 6.2.2 Identify and assess hazards • Identify dangerous goods/hazardous substances from provided information, e.g., class labels, manifests, and material safety data sheets • Seek confirmation from relevant personnel where hazardous substances or dangerous goods do not appear to be appropriately marked • Assess and report risks associated with the storage of identified hazardous substances or dangerous goods 6.2.3 Establish and implement risks control procedures • Implement, monitor and review risk control measures for safe storage of dangerous goods/hazardous substances • Establish and implement work procedures to control risks • Monitor risk control procedures • Identify required improvements to existing risk control measures and report to relevant personnel
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying and reporting risks associated with dangerous goods and hazardous substances • Capable of establishing and implementing risk control procedures
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Develop safe workplaces
2. Code	LOCUSS406A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing tasks with discretion and judgment in develop and maintain a safe workplace, and to develop awareness and practice of occupational safety and health (OSH) policies and procedures in accordance with relevant regulatory requirements (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of occupational safety and health (OSH) • Know about relevant requirements of occupational safety and health (OSH) in relation to logistics related industries • Understand relevant legislation, codes and standards of logistics related industries • Understand company policy and procedures 6.2.1 Plan and implement safety requirements • Conduct risk assessments on OSH as part of overall production planning exercises • Develop policy and procedures to implement a safe workplace requirements • Plan work practices with colleagues to assure compliance with environmental legislation and workplace standards • Communicate and document safe operating procedures • Implement work practices with reference to specified requirements in legislation and standards for environments and safe workplaces • Provide effective induction and supervision to support colleagues in managing their organisational responsibilities • Include OSH compliance into purchasing policy for the provision of goods and services 6.2.2 Inform and train personnel on OSH legislation, codes and standards • Make legislation, standards and the organisation's policies and practices available to groups and individuals • Make arrangements to provide information of OSH in a language, style and format which is understood by relevant personnel • Develop and implement an OSH training programme to identify and fulfil employees' OSH training needs • Ensure individuals/teams recognise their legal responsibility • Clarify the implications of an unsafe workplace and environment to all within the workplace 6.2.3 Establish and maintain procedures for assessing and controlling safety risks • Identify and assess potential OSH risks in accordance with relevant legislation and codes • Develop measures to control identified risks • Establish and implement workplace procedures to deal with identified risks where appropriate

	6.2.4 Monitor, adjust and report safety performance • Identify, assess and prioritise risks/hazards for action • Adopt controls to prevent health and safety risks • Carry out waste recycling, disposal and reduction within organisational and legislative requirements • Submit improvements recommendations to meet legislation and associated standards to relevant personnel • Inform individuals/teams of improvements and alterations to the OSH procedures • Maintain records, systems and reporting procedures in accordance with legislative requirements 6.2.5 Investigate and report non-conformance • Assess compliance with OSH legislations and codes of practice to ensure relevant OSH standards are maintained • Investigate and deal with non-conformance with reference to legislative requirements • Train colleagues to apply competencies to meet legislative requirements and standards • Implement operations and practices changes to ensure non-conformance is not repeated 6.2.6 Establish and maintain a system for OSH records • Develop and monitor a system for keeping OSH records to identify patterns of occupational injury and disease within the area of managerial responsibility 6.3 Assess OSH systems • Assess effectiveness of OSH systems and related procedures, policies, and programmes. • Develop and implement OSH systems improvements to ensure effectively achieve the organisation's aims with respect to OSH policies and objectives • Identify inadequacies in current risk control measures • Provide recommendations for further improvements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying knowledge of OSH to plan and implement safety requirements • Capable of informing and training personnel on OSH legislation, codes and standards • Capable of monitoring safety performance • Capable of evaluating the OSH systems and related policies, procedures and programmes
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Plan and execute occupational safety and health procedures in workplaces
2. Code	LOCUSS407A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of carrying out work activities according to relevant occupational safety and health (OSH) regulations, codes (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of occupational safety and health (OSH) • Know about the principles of occupational safety and health (OSH) • Know about relevant regulations, codes, and workplace requirements • Understand workplace policy and procedures 6.2.1 Use information about OSH policies and procedures • Accurately follow relevant OSH legislation and codes • Promote workplace OSH policies, procedures and programmes to employees in the relevant groups • Accurately and clearly explain implications of risks and OSH requirements to the groups and individuals • Use relevant OSH information in the design/redesign of workplace procedures 6.2.2 Identify and assess hazards • Identify existing and potential hazards in the workplaces through audit, monitoring of processes, equipments and products used • Identify existing and potential hazards in response to employee complaints and questions • Assess identified hazards in relation to relative risk and impact on workplace operations and OSH • Establish and report priorities for hazard resolution to appropriate personnel 6.2.3 Control risks and resolve OSH complaints • Implement and monitor existing risk control measures and identify possible improvements • Implement and identify required improvements to existing risk control measures • Establish and report required resources for implementation to appropriate personnel • Conduct negotiations with management and employees to revise work procedures within workplace issue resolution procedures 6.2.4 Implement risk management strategies • Use workplace procedures for accident, incident, and hazard reporting • Establish and maintain cooperative working relationships with other employees and external authorities involved in OSH procedures • Follow legislative provisions for improvement inspections and notices 6.3 Review OSH procedures • Accurate collect and record incidents or non-compliance • Regularly review OSH procedures • Provide recommendations for improvements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying information about OSH policies and procedures • Capable of identifying and assessing hazards • Capable of negotiating to control risks and resolving OSH complaints • Capable of establishing risk management strategies

8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement fatigue management strategies
2. Code	LOCUSS408A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of implementing fatigue management strategies with reference to the applicable legislation and regulations covering the fatigue management in the workplace.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of fatigue management - Know about the principles of fatigue management - Understand relevant legislation and regulations - Understand the business operations of logistics related industries - Understand company policy and procedures 6.2.1 Monitor the implementation of fatigue management strategies - Monitor work activities of employees, subcontractors and suppliers in the supply chain with reference to the organisation's fatigue risk management implementation plan - Undertake scheduled reviews versus actual hours of work and identify breaches of compliance, and take action to analyse the reasons and rectify the situation 6.2.2 Apply fatigue management in workplace - Identify symptoms and signs of fatigue - Recognise and report breaches of fatigue management procedures, policies, and regulations as per standard procedures - Investigate traceable incidents and errors to non-compliance with fatigue management procedures and regulations - Take appropriate action to ensure continuous and future compliance with fatigue management policy and procedures 6.2.3 Develop and assess staff competence in fatigue management - Develop and provide appropriate training programmes and learning resources to ensure employees understand the fatigue management policies and procedures - Assess employees to confirm they are understood the organisation's fatigue management strategies and able to apply them into their routine activities and responsibilities - Identify deficiencies of individual employees to apply the organisation's fatigue management strategies, and provide learning opportunities to ensure employees can achieve the required competence 6.2.4 Provide feedback to employees - Obtain and interpret evidence of any shortcomings in fatigue management strategies from fatigue signs and symptoms observation, work performance evaluations, and competence assessments - Provide feedback to relevant personnel on identified shortcomings in fatigue management strategies and provide appropriate counselling and support - Provide further learning opportunities and information to groups and individuals to assist them in implementation of fatigue management strategies

	6.2.5 Report on the implementation of fatigue management policy • Carry out periodic audits of fatigue management strategies implementation as per standard procedures • Analyse and investigate safety incidents and accidents to identify the extent to which fatigue might have been a contributing factor • Prepare and submit reports on the implementation of fatigue risk management systems to relevant personnel
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying knowledge of fatigue management in workplace activities • Capable of implementing fatigue management strategies • Capable of providing feedback to employees on any shortcomings in fatigue management skills and knowledge
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Establish procedures for transporting high risk goods
2. Code	LOCUSS409A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of fulfilling the relevant standards, codes, and regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulation) covering the implementation of control procedures for transporting high-risk goods.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of control procedure for transporting high risk goods • Know about the special precautions and procedures, and nature of risk for transporting high risk goods • Know about the requirement of licences and permits for transport route • Understand the operations and workflows of logistics and related industries • Understand company security requirements, relevant standards, codes, and regulatory requirements 6.2.1 Clarify movements of dangerous/explosive/high risk goods • Clarify nature of risk, special precautions, schedule details, and procedures with line managers or supervisory staff • Collect and check information against workplace procedures • Identify activities requiring special approvals or workplace procedure changes and obtain approvals • Communicate safety and hazard control procedures to relevant personnel 6.2.2 Apply safety and hazard control procedures for goods transport activities • Conduct transfer operations • Provide advice to relevant emergency response groups or other affected personnel • Implement equipment and personnel movement control procedures within the area affected by the risks • Maintain and monitor safety and hazard control procedures with action taken to modify procedures where necessary • Move goods within relevant regulations and workplace procedures 6.2.3 Complete goods transfer operations • Check completed activities against operational plan • Complete relevant documentation • Maintain and store specialised equipment • Check and return worksite to operational status 6.3 Review procedures for transporting high risk goods • Conduct review the effectiveness of the procedures on a regular basis • Provide recommendations to improve the effectiveness to transport high risk goods
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of assessing operational suitability of equipment and vehicles to transfer of dangerous/ explosive/hazardous/high risk goods • Capable of estimating dimensions and weight of load and any special handling requirements • Capable of determining required permits • Capable of identifying hazards and implementing safety and hazard control procedures • Capable of selecting appropriate work systems and equipments to enable safe and efficient work

	• Capable of reviewing procedures for transporting high risk goods
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage and handle emergencies
2. Code	LOCUSS410A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying workplace procedures to manage emergencies in workplace.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of emergency management • Know about emergency management • Know about relevant regulations (e.g., Dangerous Goods Ordinance and Occupational Safety and Health Ordinance) • Understand company objectives and policy 6.2.1 Respond to emergency situations • Identify and assess emergency and potential emergency situations • Prioritise needs in accordance with the workplace emergency response plans/procedures (e.g., availability of technical information, designation of emergency response leader and alternate emergency response leader, identification of clear internal/external communication channels and notification lists, protection of personnel safety; identification of alternate water sources and supplies of safety equipment; and protection of property) • Handle situations appropriately with reference to workplace emergency procedures • Complete incident reports accurately in accordance with regulatory and workplace emergency procedures 6.2.2 Take required actions • Fulfil responsibilities in accordance with the emergency response plans and procedures • Provide assistance to conduct an initial survey of the scene of an emergency • Provide assistance to control the site before and after the arrival of emergency services 6.2.3 Arrange support and assistance • Arrange medical assistance and support as required in accordance with workplace procedures • Arrange first aid support before the arrival of medical assistance in accordance with relevant workplace procedures 6.2.4 Communicate with staff members and visitors • Identity safety needs arising from emergency situations and meet the needs with reference to established workplace emergency procedures • Provide appropriate and timely advice to staff members and visitors on emergency situations and provide instructions in accordance with workplace emergency procedures • Demonstrate and explain evacuation procedures in accordance with workplace procedures
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are • Capable of responding to emergency • Capable of taking required actions to manage emergencies • Capable of arranging support and assistance, and communicating with related parties
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Enhance staff's awareness of environmental protection
2. Code	LOCUEP401A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of analysing areas that have to be enhanced regarding staff's awareness of environmental management for transport and logistics services; formulating relevant proposals; and organising promotional events to enhance staff's awareness of environmental protection.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge relevant to awareness of environmental management and its promotion • Understand the concept of environmental protection and its importance • Understand the commitment, policy and targets of the company on environmental management • Understand the impact of transport and logistics services on environment • Understand the operations flow of transport and logistics services and relevant international, national and local requirements • Master the techniques for promotion of corporate culture and communication • Master the project management technique in the promotion of events 6.2 Plan to enhance staff's awareness of environmental protection and review the effectiveness • Collect and assess the opinions of staff on environmental protection • Understand the difference between company's targets on environmental protection and the level that staff can achieve • Formulate a scheme to enhance staff's awareness of environmental protection, including the formulation of scheme targets, implementation methods and schedule, expected performance, budget, measuring methods, etc. • Draft the enhancement scheme and organise promotional events, such as training courses and seminars, etc. • Handle recommendations from all parties on environmental protection • Organise environmental monitoring group seminars to collect staff's opinions on environmental improvement • Analyse each recommendation on environmental improvement and report to the management of the company through the communication mechanism 6.3 Provide recommendations • After the implementation of the scheme, measure and review the effectiveness of the scheme • Provide recommendations for further improvements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying suitable methods to effectively collect and analyse data on the deviation in awareness of environmental protection • Capable of identifying needs of the transport and logistics company for enhancing the awareness of environmental protection • Capable of planning and systematically implementing training programmes to enhance staff's awareness of environmental protection
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM408A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess environmental impacts of working procedures
2. Code	LOCUEP402A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of assessing each working procedure when conducting the environmental assessment of its transport and logistics service project to ensure that the project complies with the company's environmental policy.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge relevant to transport and logistics service project and environmental impact assessment
- Possess experiences in designing, planning and implementing projects in transport and logistics services
- Understand the company's commitment, policy and targets on environmental management
- Understand international, national and regional requirements for environmental legal controls, operating principles, standards, specifications, etc., which are relevant to transport and logistics services
- Understand each element that affects the environment and the impact of any change in environment
- Master the methods and techniques for evaluating elements that affect the environment, such as air, noise pollution, water pollution, waste management, ecosystem, views and visual sensation, cultural heritage, etc.
- Understand all kinds of remedial measures regarding the impact on environment
- Understand the technology for monitoring and assessing the environment
- Master statistical techniques relevant to environmental assessment, data collection and analysis, forecast of trends, etc.

6.2 Assess the environmental impact of the project in transport and logistics services
- Analyse the design proposal of the project in transport and logistics services and its environmental impact when it is in operation
- Select suitable standard and assessment method
- Discuss with stakeholders who may be affected by the project and come up with an acceptable standard
- Identify environmental factors that may be affected by the project
- Confirm the emission sources of pollution and their quantities, as well as its impact on environmental factors
- Master the application of resources and assess its performance and consumption
- Explore feasible remedial measures, and assess or predict their residual effects and cumulative effects
- Assist project manager to design remedial measures or amend the project proposal in an appropriate manner so as to reduce the impact to an acceptable level and meet the standards
- Design measuring methods for environmental performance and review their effectiveness

6.3 Review environmental performance
- Establish performance indicators to evaluate the effectiveness of remedial measures
- Collect actual data and/or information and compare with the pre-determined performance indicators
- Identify the effectiveness of remedial measures

	• Provide recommendations for further improvements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of mastering the project proposal of transport and logistics services and analysing its impact on environment • Capable of co-ordinating the project manager with the affected stakeholders, and assisting the project manager to formulate feasible remedial measures • Capable of compiling a comprehensive environmental impact assessment report • Capable of assisting the project manager to implement recommendations with reference to the environmental impact assessment report and measure environmental performance
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM407A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply simulation technique to test efficiency of operations
2. Code	LOCUOM417A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying simulation technique to analyse the flow of large-scale cargo operations and using the result of analysis to improve the flow of cargo operation.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of simulation technique for testing • Make plans for various long-term repetitive logistics procedures and compare the efficiency and costs of different operations modes so as to optimise the logistics procedures • Understand the standard logistics mode of the company, such as the procedures of loading, access and transport • Master the concepts of statistics, probability and distribution of various kinds of data • Understand the latest mode of operations of the industry and its major advantages and disadvantages • Master the concepts, theories and techniques of Workflow Analysis and Work Study • Understand software of modelling analysis in the market • Know how to judge and use the result generated from the software of modelling analysis 6.2 Apply simulation technique to test operation • Formulate the course, sequence and time needed for existing or proposed logistics procedures • Divide the logistics process into procedures for critical path analysis or other operational analysis • Use statistical methods to find out necessary parameters or input data • Make logical assumption and use suitable mathematical modelling and random sampling method • Use suitable computer software for modelling operation • Try modelling operations based on different assumptions or mathematical modelling types • Use the result of simulation to analyse whether the efficiency has been improved 6.3 Illustrate results • Use the results to show the real effects of logistics procedures of alternative options • Determine the desirable options • Compile reports to illustrate the results
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of working out simulation operation for complex logistics procedures • Capable of using computer software for simulation operation and analysing the result • Capable of compiling reports to illustrate the result of analysis
8. Remarks	This UoC is adapted from the Logistics UoC LOCUOM408A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Train sales teams
2. Code	LOCUOM418A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of performing training tasks to sales team members with reference to relevant training procedures, processes, and requirements.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of sales management • Know about the principles of sales management • Know about relevant techniques in provide training • Understand the operations of logistics related industries • Understand company policy and procedures 6.2.1 Coach sales team members • Coach sales team members on the special characteristics of their territory • Coach sales team members on developing effective time management • Ensure sales team members can identify and describe key competitors in territory and businesses • Ensure sales team members can identify and communicate problems with product management department that may affect sales and service • Ensure sales team members apply effective occupation health & safety practices and procedures, environmental protection, and quality management practices and procedures 6.2.2 Promote sales team product sales and positioning techniques • Provide support to sales team members in sales and service techniques • Coach sales team members in relevant sales techniques and promotional strategies • Ensure sales team members apply effective sales and service maximisation strategies • Establish information networks to promote access to historical data and forecasts by sales team members 6.2.3 Co-ordinate the implementation of training activities for the sales team • Examine training modules and materials to ensure relevance to company sales and service requirements • Check training content and delivery method to ensure relevance to competency requirements • Undertake assessment to map competency and performance improvement • Ensure specified job-competency gaps are closed by staff training • Identify competencies required to address specific career and development needs for sales team members • Ensure training and information sessions are timely presented 6.3 Review team and individual level training activities • Provide learning opportunities based on assessment of present competencies to close specific performance gaps • Ensure on-the-job sales and service training activities are performed • Review effectiveness of training plans and activities

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	- Capable of identifying and confirming sales and related training needs - Capable of prioritising training needs - Capable of planning training sessions to meet specific performance gaps in individual and team competencies - Capable of tailoring delivery of training sessions to meet individual and group learning styles - Capable of evaluating training performance to maximise targeted sales and related performance improvements
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Design and implement specialised cargo training programmes
2. Code	LOLTOM401A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of assuring staff quality at time of implementing specialised cargo transportation training courses or programmes in the company.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Possess relevant knowledge of training and development • Understand the concept and operations of specialised cargo transportation • Synthesise the relevant competency specifications for the transport and logistics industry • Understand the company's transport operations • Understand the regulatory requirements for training of existing staff and new staff • Master the techniques required for implementing training courses and programmes 6.2 Implement training courses and programmes • Identify company requirements and human resource development plan • Follow guideline to implement specialised cargo transportation courses or programmes with reference to the human resources development plan • Apply specialised cargo transportation systems to • (1) implement the procedures and duration for training programmes, • (2) prepare materials for training programmes, • (3) implement specialised cargo transportation courses, and (4) conduct training course assessment 6.3 Review the effectiveness of the course/ programme • Collect feedbacks from trainees on courses/programmes • Provide recommendations to enhance the courses/programmes to meet company requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying knowledge of training and development to implement specialised cargo transportation training programmes • Capable of implementing training courses and programmes
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate measures to enhance quality standards
2. Code	LOCUQM412A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of analysing which areas in quality management that the staff should improve, and formulating plans to enhance staff's awareness of quality management as well as the quality management culture of companies.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge relevant to quality management culture - Understand the concept of quality management - Understand the policy and targets of individual companies in quality management - Understand the nature of transport and logistics companies, the characteristics of its staff and the culture of the companies for working out training programmes on the awareness and culture of quality management - Master the management techniques to plan and implement changes in corporate culture 6.2 Plan and formulate measures to enhance staff's quality management culture and standard - Understand the knowledge of staff on quality management - Collect staff's opinions on quality management - Identify the deviation between the company's targets and staff's performance on quality management for logistics services - Analyse the company's quality management culture - Collect staff's opinions on the enhancement scheme - Implement Quality Circle - Formulate suitable schemes to enhance staff's awareness of quality management, including the formulation of schemes' targets, implementation methods and schedule, expected performance, budget and means for measuring the effectiveness, etc. - Draft forms of enhancement measures, such as training courses and seminars, etc. 6.3 Review quality measures - Measure and review the effectiveness of the scheme after its implementation - Provide recommendations for further improvements
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: - Capable of defining the quality management culture for an transport and logistics company - Capable of drafting a proposal to enhance staff's awareness of quality management - Capable of planning and systematically implementing the training programme on enhancing staff's awareness of quality management - Capable of reviewing quality measures
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM406A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate standards for quality management systems
2. Code	LOCUQM413A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating standard for company's quality management systems.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge relevant to the standard of quality management systems
- Understand the concept of quality management
- Understand the service and operational standard as formulated by the organisations of the industry
- Understand the legal requirements and guidelines of government departments on the service and operational standard
- Understand the requirements of other countries, international conventions, or relevant governing bodies, and also the working standard and operational modes entailed to meet the requirements
- Understand the quality management plans formulated by individual companies, including
    - Quality management systems, its policies and targets
    - General duties of the Quality Management Committee
    - Quality management education and training
- Understand the function of quality assurance on quality management systems
- Understand the importance of quality assurance to the quality of transport and logistics services
- Understand the quality assurance procedures relevant to transport and logistics services and the requirement on its service
- Understand the standard specified outside the company
    - Organisations relevant to standardisation of procedures
    - Standardisation in various areas, such as product services, environmental protection, occupational safety, social responsibilities and fair trade, etc.
    - Standards applied to the operations of the industry, such as those from monitoring organisations, professional bodies, trade associations, trade unions, government, etc.
    - Legal standard on the operations of the industry
- Understand standardised requirement within the industry

6.2 Formulate standards for quality management systems
- Analyse the quality assurance procedures of the transport and logistics industry, its requirement and relevant international standards
- Assess whether it is necessary to adopt external standards and whether they are applicable and how they affect the cost effectiveness of the company
- Assess the feasibility of formulating the quality management systems in-house or obtaining service from consultancy firms
- Analyse the ways to formulate standards for quality management systems
    - Bench marking
    - Key Performance Indicator，KPI
    - Performance Pledge
- Assess the impact of quality management systems standards on the management, staff and customers
- Analyse the compatibility and acceptability of the quality management systems standards with those adopted by other business partners

	- Confirm the standard to be adopted for quality management systems - Compile reports on the standard for the quality management systems - Explain to units in the company the reasons for the adoption of the quality management systems standards 6.3 Review quality management systems - Collect and analyse feedbacks and opinions of all parties on the quality management systems standards - Regularly review the practicality and achievability of the standard
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: - Capable of thoroughly considering the formulation of the quality management systems standards, and coming up with detailed analysis on the suggestion - Capable of compiling reports on the standard for the quality management systems, and elaborating the reasons for the formulation and its function
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM410A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate company's performance pledge
2. Code	LOCUQM414A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating company's performance pledge for different service areas according to its operational direction.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge relevant to performance pledge - Understand the concept of performance pledge and the related writing skills - Understand the working processes and daily operations of logistics services of the company - Understand customers' service requirements - Understand the industry's service requirement based on benchmarking and key performance index, etc. - Master the concept, method and technique on work flow study or simulation study - Understand the obstacles and difficulties in formulating performance pledge - Understand the l imitation of performance pledge's application 6.2 Formulate performance pledge - Use analytical tools to assess the time, resources and service level required of the project - Use suitable means and analytical tools to understand customers' requirements on service quality - Explore the deviation between company's standard and customers' requirements - Analyse the pressure on cost and resources exerted by the enhancement of the company's services - Analyse the cost effectiveness of different procedures in service performance pledge proposals - Select suitable proposal for the performance pledge - Compile reports for the decision making level in the company and elaborate the formulation of the performance pledge proposal 6.3 Conduct regular review - Set up mechanism to collect data and cases to measure service standard on a regular basis - Set up mechanism to review the standard of the performance pledge
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: - Capable of formulating suitable performance pledge according to the company's scale, work flow and operational policy - Capable of using different analytical tools to obtain objective data and information for analysis - Capable of compiling reports for the decision-making level in the company to elaborate the formulation of the performance pledge
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM411A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement e-logistics training programmes
2. Code	LOCUEL408A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of assisting in the implementation of e-logistics training programmes with reference to company's e-logistics procedures, processes, and requirements.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of e-logistics • Understand the concept of e-logistics • Understand the company's logistics operations and its policy and procedures • Understand relevant regulatory requirements 6.2 Implement training programmes • Implement e-logistics courses and training programmes in accordance with company's human resources requirements • Prepare materials for training programmes, • Establish file systems to maintain relevant training records • Submit training information and training records to relevant personnel 6.3 Conduct assessment • Conduct assessment on training courses with appropriate methods • Review the effectiveness of the training programme courses and provide recommendation for further improvement where appropriate
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of understanding knowledge of e-logistics • Capable of implementing basic e-logistics courses and training programme • Capable of assessing the course effectiveness
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement risk management plans
2. Code	LOCULC401A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying the risk management knowledge and techniques, and based on the understanding of the transport procedure to implement risk management plans for the procedure.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of risk management • Understand the definitions, various types and influence of risk management • Understand different risk assessment techniques • Understand the characteristics, working procedures and changes of the industry • Understand the risk management plan formulated and its details • Understand risk factors such as the management systems, occupational safety and health and undertaking ordinances 6.2 Implement risk management • Implement risk management as scheduled according to the risk management plan and its details formulated • Check and analyse regularly, including examining the survey report, analysing causes of accident, losses caused and the acceptability of risks • Discuss with other departments on daily operational needs so as to review the suitability of the risk management plan formulated and to suggest modifications when necessary • Discuss and follow up with insurance intermediaries on daily operational needs 6.3 Conduct review • Review the suitability of the risk management plan formulated on a regular basis • Suggest modifications when necessary
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying risks with respect to the operations and business nature of land transport, warehousing and logistics service industries • Implement effectively risk management according to the risk management plan and its details formulated and in consideration of other factors
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL401A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Arrange insurance with brokers/agents
2. Code	LOCULC402A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of amending insurance contracts properly so as to protect the interests of the company.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of insurance terms - Understand the characteristics and the operations of the trade, and the co-operation and relationship with customers - Have fair knowledge of insurance terms - Understand whether the amendment of insurance terms affects the contractual agreement between the company and its customers - Understand the impact of relevant legislations/international conventions/ international regulations on daily operations or insurance terms - Understand the impact of the amendment of insurance terms in respect of omissions and errors 6.2 Handle amendment of insurance terms - Inform insurance intermediaries or companies of the amendment at appropriate time - Explain to various departments and the relevant colleagues the importance of changes of insurance terms, and highlight the impact of amendment of insurance terms in respect of omissions and errors - Clearly inform insurance companies/intermediaries of the amendment with justifications, and fight for the most appropriate coverage for the company - Inform relevant departments of the progress of amendment and calculate the change in premium - Verify the amended documents for modification of insurance terms issued by insurance companies/ intermediaries
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: Capable of informing insurance intermediaries/companies of the amendment with justifications clearly, and fighting for the most appropriate coverage for the company
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL402A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Compile claims reports
2. Code	LOCULC403A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of analysing accurately individual claim cases and the overall situation based on claims report.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Identify claims report • Have fair knowledge of the operations of the insurance industry, and the different roles of intermediaries, insurance companies, surveyors, average adjusters and lawyers • Describe relevant insurance terms • Describe the impact of relevant international conventions and legislations on handling claims for damage to goods • Describe the survey reports and recommendations from experts • Describe different types of claims, including partial loss, actual total loss and constructive total loss • Describe the claim procedures and requirements of insurance companies • Describe the focus and aims of the claims report • Describe the format of claims report and the terms commonly used in loss adjusting 6.2 Compile claims report • Analyse claim cases • Use correct format and compile claims report in English • Verify claims report and present them to relevant departments, colleagues and people
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of accurately presenting individual claim cases • Capable of compiling claims report
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL403A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle cargo claims
2. Code	LOCULC404A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the course of the incident, insurance law and relevant insurance contract terms; providing useful claim documents and information for insurance companies and intermediaries and follow up matters related to cargo claims according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of cargo insurance terms, claim procedures and requirements of insurance companies, and relevant legislations and international conventions • Understand the operations of the industry • Understand the operations of the company and the risks and liabilities arising from the operation • Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. • Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law • Understand relevant insurance terms • Understand the impact of relevant legislations and international conventions on handling claims • Understand the claim procedures and requirements of insurance companies • Understand different types of transport documents and their use 6.2 Handle cargo claims • Understand the course of the incident through different channels and collect relevant documents and information for lodging a claim; take appropriate measures to minimise the losses • Understand relevant insurance terms, the claim procedures and requirements of insurance companies, relevant legislations and international conventions, and handle claims • Assess the total losses and calculate the claim amount • Provide useful claim documents and information for insurance companies • Understand the survey reports and recommendations from experts • Decide whether or not to appoint experts to handle claims on the company's behalf • Follow up the progress of the claim with insurance companies and intermediaries, and keep relevant departments informed until the case is closed • Collect compensation from insurance companies and intermediaries and handle relevant documents according to claim procedures 6.3 Professionalism in handling cargo claims • Handle claims according to insurance law, insurance terms, claim-related legislations and international conventions, and the claim procedures and requirements of insurance companies • Handle claims in a cautious manner • Avoid conflict of interests
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of handling claims properly and provide useful documents and information for insurance companies and intermediaries, and follow up matters related to cargo claims according to claim procedures so as to protect the interests of the company

8. Remarks	This UoC is adapted from the Logistics UoC LOSGIL406A

1. Title	Handle facility, equipment, and machinery claims
2. Code	LOCULC405A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the course of the incident, insurance law and relevant insurance contract terms; providing useful claim documents and information for insurance companies and intermediaries and follow up matters related to claims for damage to facility, equipment, and machinery according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge of insurance terms, claim procedures and requirements of insurance companies, and relevant legislations and international convent ions
- Understand the operations of the logistics industry
- Understand the operations of the company and the risks and liabilities arising from the operation
- Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc.
- Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law
- Understand relevant insurance terms
- Understand the impact of relevant legislations and international convent ions on handling claims
- Understand the claim procedures and requirements of insurance companies
- Understand different types of shipping documents and their use

6.2.1 Handle facility, equipment, and machinery claims
- Understand the course of the incident through different channels and collect relevant documents and information for lodging a claim; take appropriate measures to minimise the losses
- Understand relevant insurance terms, the claim procedures and requirements of insurance companies, relevant legislations and international convent ions, and handle claims
- Assess the total losses and calculate the claim amount
- Provide useful claim documents and information for insurance companies
- Understand the survey reports and recommendations from experts
- Decide whether or not to appoint experts to handle claims on the company's behalf
- Follow up the progress of the claim with insurance companies and intermediaries, and keep relevant departments informed until the case is closed
- Collect compensation from insurance companies and intermediaries and handle relevant documents according to claim procedures

6.2.2 Professional ism in handling facility, equipment, and machinery
- Handle claims according to insurance law, insurance terms, claim-related legislations and international convent ions, and the claim procedures and requirements of insurance companies
- Handle claims in a cautious manner
- Avoid conflict of interests

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is:
	• Capable of handling claims properly and provide useful documents and information for insurance companies and intermediaries, and follow up matters related to claims for facility, equipment, and machinery claims according to claim procedures so as to protect the interests of the company
8. Remarks	This UoC is adapted from the Logistics UoC LOSGIL407A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Promote staff's awareness of compliance with legislation
2. Code	LOCULC406A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying theoretical knowledge of international trade to determine compliance model and strategies, and encourage compliance by implementing these strategies.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of relevant legislative requirements • Know about relevant legislative requirements governing logistics related industries • Understand the operations of logistics related industries • Understand company policy and requirements 6.2.1 Determine compliance strategies • Access current legislative information relating to the logistics industry • Clarify compliance requirements and ensure application and interpretation consistency • Obtain advice to assist in applying relevant legislation to the logistics industry and identifying compliance requirements • Assess company's procedures and practices to facilitate compliance with relevant legislation • Assess interface with other companies 6.2.2 Model and promote compliance with legislative requirements • Apply company's practices and procedures to meet compliance requirements and identify areas of uncertainty in the logistics industry and clarify issues • Review own work and seek feedback from others to confirm continuing compliance with legislative requirements • Evaluate own competence and address any identified gaps • Identify possible implications of non-compliance and use these to guide trade practices 6.3 Provide recommendations • Raise inadequacies in organisation's practices and procedures which contribute to non-compliance • Raise inadequacies with outside organisations' practices and procedures which contribute to non-compliance • Provide recommendations to enhance compliance
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying compliance requirements • Capable of developing and implementing strategies to manage compliance with appropriate legislation • Capable of documenting policies, procedures and practices to address compliance issues • Capable of promoting and supporting compliance in workplace • Capable of applying knowledge of relevant conventions, treaties, agreements, guidelines, declarations, recommendations, laws and rules • Capable of providing recommendations to enhance compliance
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Handle transport operator's liability insurance
2. Code	LOCULC407A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the course of the incident, insurance law and relevant insurance contract terms; selecting and providing claim documents and information for insurance companies or intermediaries and follow up matters related to liability claims according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of claim- related regulations, and the claim procedures and requirements of insurance companies - Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. - Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law - Understand the details of the freight forwarders' services provided to customers and of the contracts, including the rights and obligations of both parties, and standard trading terms - Understand the terms of transport operator's liability insurance, including cargo liabilities, third party liabilities, errors and omissions, fines and duties, costs and expenses, etc. - Understand the survey reports and recommendations from experts - Understand the tortuous liabilities, impacts errors and omissions arising from operation, and the impact of relevant legislations on handling the liabilities of logistics and freight operators - Understand the claim procedures and requirements of insurance companies (including notification period, submission of relevant proofs and arrangements for inspection of cargo damage) 6.2 Handle liability insurance claims for logistics and freight operators - Capable of acting according to the claim procedures of the insurance company, for example, informing the insurance company or the claim agent of the accident or the claim within the specified period of time, appointing eligible surveyor to investigate and analyse the accident as deemed necessary, and making defences against the claimant - Contact relevant departments and staff for the details and causes of the incident; collect relevant documents and information for lodging a claim; take appropriate measures to minimise the losses of the company - Inform, if necessary, the third party, including carriers, warehousing services providers and other subcontractors, of the details of the accident and the claim amount; reserve the right to claim damages - Provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, bill of lading, survey report, standard trading terms and the claim documents exchanged between the insured and the third party - Respond to the requests of the claimant properly, including liabilities sharing, guarantee provision or compensation - Follow up the progress of the claim with insurance companies or intermediaries, including joint actions like negotiating with all the claimants and fighting for the best compensation option, and appointing lawyers to handle possible legal proceedings - Verify the final compensation and collect it from insurance companies/intermediaries or through other departments

	6.3 Professionalism in handling liability insurance claims for logistics and freight operators - Handle claims in a cautious manner - Act according to the instructions of the customer if handling the claim as an agent - Avoid conflict of interests - Abide by the rules in respect of confidentiality and non-disclosure - Handle claims according to the terms of transport operator's liability insurance, relevant laws, and the claim procedures and requirements of insurance companies
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: Capable of providing insurance companies with relevant documents and information according to claim procedures so as to handle liability claims for logistics and freight operators
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL407A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply environmental protection laws and conventions relevant to the logistics industry
2. Code	LOCULC408A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the importance of environmental protection, environmental protection laws, and international conventions relevant to the logistics industry, and issuing proper guidelines to the staff.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Understand environmental protection laws and international conventions relevant to the logistics industry • Understand environmental protection laws and international conventions relevant to the logistics industry • Understand the legal responsibilities and impact by violation of the laws/international conventions • Understand the importance of the promotion of environmental protection • Understand the positive and negative influence on the company of implementing and not implementing environmental protection strategies • Understand the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers 6.2 Formulate code of practice relevant to environmental protection • Understand the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers so as to master the conditions that may lead to violation of law • Prepare practical guidelines/code with respect to the operations of relevant units to ensure that the company operates legally • Elaborate to the departments and colleagues the importance of environmental protection, relevant legal requirements, and the legal responsibilities and impact by violation of law • Inform the departments and colleagues at suitable time about modifications of environmental protection laws relevant to the logistics industry and the influence of the modifications 6.3 Professionalism in applying environmental protection laws and international conventions • Assist the company in formulating occupational staff guidelines based on the environmental protection laws and international conventions relevant to the logistics industry
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of assisting the company cautiously in formulating relevant staff guidelines based on the understanding of the environmental protection laws and international conventions relevant to the logistics industry and on the operational need of the company, for the promotion of the awareness of environmental protection to the company and staff and for the legal operations of the company
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL408A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply occupational safety and health ordinances relevant to the logistics industry
2. Code	LOCULC409A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the occupational safety and health ordinances relevant to the logistics industry and the importance of occupational safety and health, and applying relevant knowledge to issue clear guidelines on safe operations.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of the occupational safety and health ordinances relevant to the logistics industry - Understand the organisational structure and duties of the Occupational Safety and Health Council - Understand the relevant legislations and regulatory areas, including the occupational safety and health legislations, employment – related legislations and legislations relevant to business operation - Understand the legal responsibilities and impact by violation of law - Understand the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers - Have basic understanding of occupational safety and health products or devices 6.2 Promote occupational safety and health in the company or among employees - Understand the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers so as to master the conditions that may lead to accidents - Prepare practical guidelines/code with respect to the operations of relevant units to ensure that the company operates legally and for the sake of colleagues' health and safety - Elaborate to the departments and colleagues the importance of occupational safety and health, relevant legal requirements, and the legal responsibilities and impact by violation of law - Inform relevant departments and colleagues at suitable time about modifications of occupational safety and health ordinances relevant to the logistics industry and the influence of the modifications 6.3 Professionalism in applying the occupational safety and health ordinances - Assist the company in formulating occupational safety and health measures based on the understanding of the occupational safety and health ordinances
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: Capable of assisting the company cautiously in formulating relevant guidelines for staff based on the understanding of the occupational safety and health ordinances to meet the operational need of the company so as to promote among the staff the awareness of occupational safety and health
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL409A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply the Prevention of Bribery Ordinance
2. Code	LOCULC410A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the Prevention of Bribery Ordinance and issue clear guidelines to employees to ensure that their behaviour complies with the law.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of the Prevention of Bribery Ordinance • Understand the organisational structure and duties of the Independent Commission Against Corruption (ICAC) • Understand the Independent Commission Against Corruption Ordinance and the • Prevention of Bribery Ordinance, including the interpretation of soliciting or accepting an advantage, bribery and conspiracy, and penalty for offences • Understand fairly the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers • Master conditions that may lead to corrupt conduct and the channels to report corruption 6.2 Apply the Prevention of Bribery Ordinance • Communicate with relevant departments to understand the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers so as to identify conditions that may lead to corrupt conduct • Prepare practical guidelines/code of conduct with respect to the operations of relevant units to ensure that the company operates legally and to avoid as far as possible unnecessary lawsuits and losses • Elaborate to the departments and colleagues the importance of abiding by business ethics, legal requirements and ethical standards • Implement anti -corruption measures • Understand the internal corruption reporting mechanism • Inform relevant departments and colleagues at suitable time about modifications of labour- related legislations and influence of the modifications 6.3 Professionalism in applying the Prevention of Bribery Ordinance • Assist the company in formulating staff guidelines relevant to the Prevention of Bribery Ordinance
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of assisting the company cautiously in formulating relevant guidelines for staff based on the understanding of the Prevention of Bribery Ordinance to meet the operational need of the company so as to promote among the staff the awareness of anti-corruption
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL410A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Understand intellectual property and avoid infringement acts
2. Code	LOCULC411A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the intellectual property ordinances and the importance of intellectual property, and capable of issuing clear guidelines to the staff so as to enhance their awareness of respecting the innovative industry and avoid infringement act.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Understand classification and characteristics of intellectual property • Understand fairly the definition and areas of protection for copyright, registered design, patent and trademark, and liabilities arising from infringement • Understand the organisational structure and duties of the Intellectual Property Department • Understand the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers 6.2 Avoid infringement act • Liaise with relevant department to understand the characteristics of the trade, the operating procedure, and the cooperation and relationship with customers so as to identify conditions that may lead to infringement • Prepare practical guidelines/code on the protection of intellectual property right with respect to the operations of relevant units to ensure that the company operates legally and to avoid unnecessary lawsuits or losses • Elaborate to the departments and colleagues the importance of intellectual property and the legal requirements • Inform the departments and colleagues at suitable time about modifications of intellectual property ordinances and the influence of the modifications 6.3 Professionalism in applying intellectual property ordinances • Assist the company in formulating relevant guidelines based on the intellectual property ordinances
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of assisting the company cautiously in formulating relevant guidelines based on the intellectual property ordinances and the operational need of the company, in order to promote the staff's awareness of respecting intellectual property and ensure that the company operates legally
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL411A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply labour legislations relevant to human resources management
2. Code	LOCULC412A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding and applying labour legislations relevant to human resources management so as to ensure that the company operates legally.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Understand labour legislations relevant to human resources management • Understand the functions and operations of the Hong Kong Labour Department and related statuary organisations • Understand major labour legislations and relevant legislations, including the Employment Ordinance, the Protection of Wages on Insolvency Ordinance, the Employees' Compensation Ordinance, the Contracts for Employment Outside Hong Kong Ordinance and the Occupational Safety and Health Ordinance • Understand thoroughly the legal definitions of different areas, including the definitions of employee and employer, the calculation and entitlement of continuous contract, wages, paid leave, sick leave, leave due to work injury, maternity leave, severance payment, long service payment, etc., and the termination of employment contract • Understand the Mandatory Provident Fund Scheme • Know about other statuary organisations, including the functions and operations of the Office of the Privacy Commissioner for Personal Data, the Equal Opportunities Commission and the Independent Commission Against Corruption; understand relevant legislations 6.2 Apply labour legislations relevant to human resources management • Liaise with relevant departments to understand the characteristics of the trade and the operating procedure, and prepare employment contracts to ensure that the operations of the company complies with labour- related legislations • Issue clear guidelines and inst ructions to the staff to ensure that their behaviour complies with the law • Handle labour disputes legally and avoid unnecessary lawsuits and losses • Inform relevant departments and colleagues at suitable time about modifications of labour- related legislations and the influence of the modifications 6.3 Professionalism in applying labour legislations relevant to human resources management • Assist the company in formulating staff guidelines based on labour legislations relevant to human resources management
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of assisting the company cautiously in formulating relevant staff guidelines based on the understanding of labour legislations relevant to human resources management and the operational need of the company so as to handle the human resources management matters properly
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL413A

Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Competency Level 5

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage service quality
2. Code	LOCUSM507A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of developing workplace procedures to manage the service quality.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements:
	6.1 Know about customer services • Understand the principles of customer service • Understand the principles of service quality (i.e., comparison between expectation and performance) • Understand the operations and business practices of logistics and related industries • Understand company policy and procedures 6.2.1 Plan to achieve customers' requirements • Identify, and assess the customer's requirements in the planning processes • Ensure plans of delivering customer service achieve the agreed specifications in terms of cost, quality, and time with customers • Ensure deliverables to customers are agreed by the operations team 6.2.2 Deliver quality products and/or services • Deliver quality logistics services to customers in accordance with agreed specifications • Identify performance standard and monitor team performance to meet customers' requirements • Assist team members to overcome difficulty in meeting customers' requirements and performance standards through such skills as leadership, supervision, and coaching 6.3 Monitor, adjust and review customer services • Develop procedures to monitor and review the performance of customer service in meeting customers' expectation and company's quality standards • Develop procedures to obtain customer feedback to improve the quality of customer service • Effectively develop, deploy and use resources to ensure quality services meet customers' requirements • Make decisions to tackle problems in relation to delivering service to customers • Maintain records and reports in the company's systems and processes
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of developing plans for delivering services to meet customers' expectation and company's quality standards • Capable of managing service team to deliver quality logistics services • Capable of monitoring and reviewing customer services
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage sales teams
2. Code	LOCUSM508A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners are sales personnel or team leaders applying business policy to determine and review sales targets and sales performance.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:
	6.1 Know about sales management • Know about the principles of sales management • Know about relevant legislation and regulatory requirements • Understand company policy and procedures 6.2.1 Review sales team performance and procedures • Obtain reports from sales teams in relevant detail and format • Analyse reports • Review sales team working procedures • Analyse sales, costs and profits, sales team and customer group • Develop and review performance indicators, and assess individual's progress against performance indicators, career plans and development plans 6.2.2 Manage sales team region/district coverage • Analyse current business position in region/district and communicate to sales teams • Ensure region/district coverage plan delivers sales and service targets detailed for each region/district • Devise sales structures within and across regions/districts. • Determine staff and resource requirements for region/district coverage • Set service levels for regions/district • Allocate appropriate sales representatives to meet market needs • Conduct regular reviews of regions/district coverage plans (e.g., staff levels, targets and frequency of visits) • Communicate amendments and changes to relevant personnel 6.2.3 Organise sales staff in accordance with legislative obligations • Identify legislative requirements (e.g., Prevention of Bribery Ordinance) affecting sales staff, and day-to-day management of sales teams • Ensure management of sales teams complies with legislative requirements • Stimulate performance by using reward and compensation schemes developed for sales teams 6.2.4 Monitor product or service price and cost structures • Collect information on pricing of competitive products/services • Report pricing activity to relevant personnel • Communicate adjustments or changes required to current pricing policy or performance objectives to relevant personnel 6.3 Review objectives and strategies • Set and review budgets and quotas for sales teams and individual sale representatives • Support and organise meetings for sales teams • Take action to follow up the outcomes from sales team meetings, and review the results regularly • Report to sales teams on results • Review sales and pricing strategies to meet sales and service objectives

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of reviewing the performance and working procedures of sale teams - Capable of managing sales team resources and requirements - Capable of demonstrating ability to work with team leaders to achieve sales objectives - Capable of managing sales teams to achieve market, product or service, and region/district targets - Capable of reviewing and reporting on sales team activity and providing feedback - Capable of reviewing sales objectives and sales strategies
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage sales and services delivery
2. Code	LOCUSM509A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of maintaining excellence in sales and service delivery.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:
	6.1 Know about sales management and customer service management • Know about the principles of sales management • Know about the principles of customer service management • Understand the operating environment of logistics related industries • Understand company policy and procedures • Understand relevant regulatory requirements 6.2.1 Monitor and improve sales and service delivery • Implement, communicate and review policies and procedures for sales and service delivery on a regular basis • Maintain adequate resource allocation for customer service provision in line with company policy and procedures • Ensure sales and service targets and plans are in line with quality and functional specifications • Communicate sales and service targets and plans to relevant personnel • Monitor sales and service targets and plans to meet customer requirements, and take appropriate remedial action • Encourage staff to take responsibility for meeting customer requirements • Provide feedback to relevant personnel on operations and outcomes • Resolve customer complaints that have been referred by subordinates • Seek and use feedback from customers to improve future operations • Take corrective measures to minimise factors that may cause disruption to operations • Monitor and evaluate effectiveness of corrective actions for future operational planning • Ensure current and accurate records on sales are available to authorised personnel • Interpret and act on relevant reports as required 6.2.2 Negotiate supply of goods • Conduct negotiations with suppliers to meet customer requirements • Authorise and communicate special pricing arrangements and customer payment agreements to relevant personnel • Monitor suppliers and stock records for legibility and accuracy • Identify and communicate to relevant personnel on market factors affecting supply of goods • Convey accurate and complete records of negotiations to relevant personnel • Take immediate corrective action to deal with potential or actual supply problems • Identify and find new suppliers to enhance sales and service delivery where required 6.2.3 Meet customers' needs • Research and analyse customers' needs • Plan and develop business strategies to enhance provision of customer service to meet customers' needs 6.3 Pursue continuous improvement • Proactively pursuing the continuous improvement of operations by seeking, evaluating and reporting feedback from customers and relevant personnel on sales and service delivery

	• Review business operations on a regular basis and provide recommendations for continuous improvement
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of maintaining, monitoring and evaluating sales and service delivery on a regular basis • Capable of communicating sales plans and service targets • Capable of providing feedback on operations and outcomes to relevant personnel • Capable of enhancing sales and service delivery operations proactively • Capable of negotiating and arranging supply of goods • Capable of maintaining, monitoring and evaluating supply of stock consistently • Capable of pursuing continuous improvement
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Monitor sales performance
2. Code	LOCUSM510A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capa[ble] of managing sales transactions and providing feedback on sales performance concerning the sa[les] targets and sales planning.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Know about of sales management • Know about the principles of sales management • Understand the operating environment of logistics related industries • Understand company policy and procedures • Understand relevant regulatory requirements 6.2 Implement sales policies and procedures • Implement sales policies • Develop sales plan based on company sales strategies • Monitor sales transactions • Analyse sales data and information • Match products and services with customers' needs 6.3 Monitor achievement of sales targets • Identify sales targets • Monitor sales activities and record sales performance • Provide feedback to team members on sales performance • Review sales plan • Make necessary adjustments to achieve sales targets
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of implementing company procedures to monitor sales transactions • Capable of providing feedback to team members on sales performance • Capable of making adjustments
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Promote products and services
2. Code	LOCUSM511A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of promoting products and/or services to international markets including the tasks of planning, co-ordinating, reviewing and reporting on promotional activities.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements:
	6.1 Knowledge of international marketing • Know about the principles of marketing • Know about the principles of promotion • Understand company policy and procedures • Understand relevant regulatory requirements 6.2.1 Plan promotional activities • Access relevant information sources to support planning of promotional activities • Assess and ensure promotional activities are consistent with company requirements and are culturally appropriate • Plan promotional activities to meet marketing needs • Determine overall promotional objectives with relevant personnel • Ensure timelines and costs for promotion of activities are within budget resources • Prepare action plans for promotional products/services 6.2.2 Organise promotional activities • Identify and organise resources to facilitate promotional activities to achieve the predetermined goals • Identify, determine and allocate roles and responsibilities of overseas and local personnel to handle promotional activities • Develop effective relationships with targeted groups • Provide support to overseas personnel involved in promotional activities • Implement promotional activities with business networks 6.3 Review promotional activities • Receive customer feedback to evaluate the effectiveness of the promotional activities • Evaluate the effectiveness of planning processes and provide recommendations for future activities • Provide feedback to relevant personnel who participated in the promotional activities • Analyse costs and schedules to assess the benefits generated from the promotional activities • Provide recommendations and constructive advice on future directions
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of demonstrating the skills of planning, co-ordinating and reviewing of promotional activities in accordance with marketing plans and market research undertaken for the relevant markets • Capable of reviewing and reporting detailed promotional activities and provide recommendations to enhance the performance of future promotional activities
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Develop standard operating procedures
2. Code	LOCUPD502A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should apply relevant managerial skills to analyse the business operations and to develop the standard operating procedures in the workplace with reference to relevant standards, codes, and regulatory requirements, including the DG Code.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements:
	6.1 Relevant knowledge of developing operating procedures - Know about the principles of transport logistics - Understand business operations in logistics related industries - Understand company policy and procedures 6.2.1 Plan and develop operating procedures - Identify required development/modification of operating procedures and confirm any changes with relevant personnel and business units - Discuss and validate the scope, focus and extent of the operating procedures with relevant personnel - Evaluate current procedures to ensure development is not duplicating previous work - Identify factors likely to impact upon the development process - Research the proposed operating procedures from a range of sources and include provision for user input - Develop, document, and verify operating procedures with relevant personnel or organisations - Undertake trial runs of new operating procedures - Develop performance indicators to measure the effectiveness of the operating procedures 6.2.2 Monitor the implementation of the operating procedures - Plan the introduction of the operating procedures to selected units/job functions with relevant personnel to ensure understanding and the need for compliance - Provide effective induction and supervision to support personnel in implementing the new procedures - Monitor personnel performance to ensure adherence to the operating procedures and to assess the requirement for modification of the process - Actively seek solicited feedback from personnel implementing the operating procedures 6.3 Evaluate the effectiveness of operating procedures - Undertake an assessment of the effectiveness of the operating procedures against developed performance indicators - Modify/delete the operating procedures with reference to evaluation mechanisms - Keep relevant personnel informed of the evaluation process and advised of subsequent changes to operating procedures - Manage reports, records, and improvement recommendations within the workplace information systems and processes
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of planning and developing operating procedures - Capable of monitoring the operating procedures - Capable of evaluating the effectiveness of the operating procedures
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate fleet management
2. Code	LOCUPD507A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating an effective vehicle fleet management strategy for the vehicle fleet they managed.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of vehicle fleet management - Understand the ways as well as the advantages and disadvantages of purchasing and leasing goods vehicles - Understand the composition and calculation of the operational costs of a vehicle fleet - Understand the operations as well as the advantages and disadvantages of contracting out and providing company-owned vehicle fleet for goods transport service - Understand the role and functions of the vehicle fleet in the company's operation - Master the arrangements for vehicle depreciation, abandonment, replacement and realisation - Understand the workflow of vehicle fleet operations 6.2 Formulate vehicle fleet management strategy - Analyse financial and fixed assets investment risks - Analyse the operational costs of the vehicle fleet - Analyse the utilisation rate and future need of the vehicle fleet - Analyse the considerations in operating the vehicle fleet, including: - Human resources management - Technology: global positioning system, geographic information system, etc - Routing and scheduling - Environmental protection - Market image - Assess the value, depreciation and asset value of vehicles - Plan the arrangements for selling, purchasing, leasing, hiring and scraping vehicles - Plan different vehicle acquisition solutions - Assess the effects of different vehicle acquisition plans on the financial arrangement of the company - Assess the cost effectiveness of contracting out or providing the service by the company itself - Compile reports to illustrate the vehicle fleet management strategy 6.3 Conduct strategic analysis - Conduct strategic analysis to evaluate the business environment on a regular basis - Identify goals of fleet operations - Evaluate the effectiveness of fleet management strategy - Make adjustment to ensure the effective and efficient use of fleet to achieve identified goals
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of indicating the importance of vehicle fleet management on the operations of the company - Capable of analysing and assessing the role of the vehicle fleet in the operations and

	development of the company • Capable of compiling reports to illustrate the vehicle fleet management strategy • Capable of conducting strategic analysis
8. Remarks	This UoC is adapted from the Logistics UoC LOCUOM513A

1. Title	Monitor transport operations
2. Code	LOLTPD501A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of monitoring transport operations systems to ensure efficient operations.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of the systems involved with operations - Know about transport operations system (i.e., providing complete control of daily transport functions) - Understand relevant safety and efficiency regulations regarding operations systems 6.2 Monitor operations systems - Implement procedures for improvement of workplace operations systems - Communicate required changes in operating systems to relevant personnel - Allocate supervising staff to monitor operations systems with reference to the skill level and job role of the team member - Utilise appropriate management systems to manage operating systems 6.3 Review the efficiency of transport operations systems - Review procedures for improvement of workplace operations systems and take appropriate action where necessary - Provide team members with regular feedback on their work output
7. Assessment Criteria	The integrate outcome requirements of this unit of competency are: - Capable of monitoring operations systems - Capable of reviewing the efficiency of transport operations systems
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Conduct safety audits
2. Code	LOCUSS502A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of conducting safety audits according to relevant Dangerous Goods (DG) Code, safety requirements, and relevant regulatory requirements in relation the safety audits (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations)
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of safety audits • Know about the principles of safe management • Know about the principles of safety audits • Know about the special precautions and procedures, and nature of risk for handling dangerous/explosive goods • Know about the current Dangerous Goods (DG) Code, safety requirements, and relevant regulatory requirements in relation the safety audits (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations) • Understand the operations and workflows of logistics and related industries • Understand the company policy an procedures 6.2.1 Prepare for safety audit • Identify relevant legislation, authority and requirements pertinent to the business operations and logistics facilities • Identify the required logistics facilities and practices to be audited, and establish implications of non-conformance • Understand the technical requirements for audits, and identify the appropriate support personnel • Investigate the work schedules, and identify appropriate audit schedule 6.2.2 Schedule the safety audit • Plan the audit timings so that relevant procedures are conducted within the agreed timeframes • Adjust duration of the audit to minimise disruption to the workplace without jeopardising the safety standards • Contact appropriate personnel to make appointments to conduct the audit 6.2.3 Conduct safety audit • Confirm assessment methods for safety audit and operating procedures with affected personnel • Conduct observations and interviews with required approved respondents • Complete the reports of observations and interview 6.3 Report safety audit results and provide recommendations • Compare the results of the audit process to workplace procedures • Discuss the audit results with relevant personnel • Report any non-compliance, and provide options and recommendations for safety system improvements •
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of preparing for safety audit • Capable of conducting safety audit and reporting on the results
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage fatigue management policies and procedures
2. Code	LOCUSS503A
3. Range	This unit of competency is applicable to managers who take active roles in managing company's fatigue management policy in logistics service providers. Practitioners should be capable of fulfilling the applicable legislation and relevant regulations covering the management of fatigue in the workplace.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	**Performance Requirements:**
	6.1 Knowledge of fatigue management
	• Know about fatigue management
	• Know about relevant regulatory requirements
	• Understand company policy and procedures
	6.2.1 Identify or confirm legal requirements and responsibilities
	• Identify and interpret current legal requirements, liabilities and responsibilities for effective fatigue management within the organisation
	• Obtain and review any existing fatigue management plans, policies and procedures
	• Identify, confirm and review internal risks concerning the potential effects of fatigue
	• Identify, confirm and review external risks within the supply chain of the organisation's services or products concerning the potential effects of fatigue, in accordance with regulations on fatigue management and the related chain of responsibility
	6.2.2 Establish and improve fatigue management policy and procedures
	• Develop, review and improve fatigue risk management systems implementation plan for the organisation
	• Develop, review and improve the fatigue risk management policy and procedures for the organisation in conjunction with relevant personnel
	• Obtain feedback from key stakeholders both within and outside of the organisation on the implementation plan and the related policy and procedures
	• Make appropriate adjustments to the plan, policy and procedures based on the feedback received
	• Obtain managerial approval for the fatigue risk management systems implementation plan and the related policy and procedures in accordance with organisational procedures
	• Distribute and present the fatigue risk management systems implementation plan and the related policy and procedures to relevant personnel in the organisation for implementation
	6.2.3 Take action on the implementation of fatigue management policy
	• Receive and interpret reports from designated personnel on the implementation of the organisation's fatigue risk management systems implementation plan and the related policy and procedures
	• Review, investigate and analyse accidents and safety incidents to identify the extent to which fatigue might have been a contributing factor
	• Analyse the information provided in the reports indicating that fatigue management policy and procedures are not being correctly implemented and initiate an appropriate managerial response and related action
	• Identify opportunities for improvements to the organisation's fatigue risk management systems implementation plan and its related policy and procedures and take appropriate action to make the necessary adjustments

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6.2.4 Identify breaches of regulations
- Identify and report breaches of fatigue management policy
- Take action to assure relevant personnel who may have contributed to any breach of fatigue management policy, and provide feedback and information to avoid any recurrence of the breakdown in planned fatigue management processes
- Take appropriate action to improve the procedures or address the culture in ways that aim to avoid any recurrence of the breakdown in planned fatigue management processes
- Prepare and submit report on any breaches of fatigue management policy to designated personnel as per organisational procedures together with details of action taken to prevent a recurrence

6.2.5 Plan and organise adequate resources and operational systems
- Plan organisational budgets and resource allocation strategies to provide adequate resources for the implementation of the organisation's fatigue risk management systems
- Undertake periodic reviews of budgetary and resource allocation arrangements as they relate to the implementation of the organisation's fatigue risk management systems and make appropriate improvements if required

6.2.6 Facilitate the training and assessment of staff on fatigue management policy and procedures
- Plan organisational training systems to provide competency-based on job/off job training opportunities as detailed in the organisation's strategic plan
- Provide team leaders and supervisory and training staff with adequate opportunities to develop the required expertise to contribute to the organisation's fatigue management training and assessment activities
- Undertake periodic reviews of fatigue management training systems and make appropriate improvements if required

6.3 Ensure compliance
- Review all operations systems and standard operating procedures in terms of their compliance with the organisation's fatigue management regulations and policy
- Ensure operations systems are compliant with relevant regulations and policy; where necessary, make changes to operations systems and standard operating procedures
- Hold appropriate discussions with relevant personnel in supplier or subcontractor companies with reference to the principles of 'chain of responsibility' to ensure their operation's systems and standard operating procedures are compliant with the fatigue management regulations and policy

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying or confirming fatigue management legal requirements and responsibilities • Capable of improving fatigue management policy and procedures • Capable of planning and organising adequate resources for operational systems • Capable of facilitating training and assessing staff on fatigue management policy and procedures
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement and review environmental protection policies and procedures
2. Code	LOCUEP502A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying environmental protection principles and regulations to implement and monitor environmental protection policies and procedures according to environmental legislation and requirements (e.g. Air Pollution Control Ordinance (Cap.311), Water Pollution Control Ordinance (Cap.358)).
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of environmental protection policies and procedures • Know about principles of environmental protection • Know about relevant regulatory requirements • Understand the company policy and procedure 6.2.1 Access and provide information concerning environmental protection regulations and procedures • Follow relevant provisions of environmental legislations and codes of practice accurately • Save relevant information on workplace environmental policies, procedures and programmes in a readily accessible place • Explain the information accurately and clearly to the work team, and provide updated information with reference to change in workplace policy • Provide information about the identification of environmental risks and control procedures 6.2.2 Implement procedures concerning environmental hazards • Assess current and potential environmental hazards in the workplace • Assess identified hazards in accordance with relevant environmental protection policies • Implement new workplace procedures for dealing with hazardous events wherever necessary • Investigate hazardous events to identify causes, and implement control measures to minimise risks in accordance with relevant environmental protection regulation and company's procedures 6.3 Monitor environmental control procedures • Monitor and review existing environmental protection measures and work procedures • Identify required improvement and provide recommendations to enhance environmental control procedures
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of accessing and providing information concerning environmental protection regulations and procedures • Capable of implementing procedures concerning environmental hazards • Capable of monitoring and reviewing environmental control procedures
8. Remarks	

1. Title	Formulate local operations strategies
2. Code	LOCUOM518A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of analysing thoroughly the local factors to formulate local operations strategies.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge of local operations strategies
- Understand operations strategies
- Understand the economic scale and characteristics of the services in the district
- Understand the economic development and cargo handling needs of the district
- Understand the politics and social culture of the local district
- Understand the local government's policies on logistics, infrastructure and investment
- Understand goods sources, types and values of products in local district
- Understand the business environment and restrictions of the district on market participation
- Master the transportation, wharf warehousing, distribution, IT infrastructure and manpower training of the local district
- Master the company's connection with partners, agents and operators in the local district
- Master the calculations of time, space and cost in the local district
- Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/sales points in the local district
- Understand the services provided by regional competitors and their market share
- Master the use of analytical tools such as statistical methods and operations analysis
- Understand the relationship between logistics solutions and operating policies

6.2 Formulate district operations strategies
- Collect data and information on external business environment
- Collect data and information on internal business environment
- Analyse data and information
- Analyse and understand the company's strengths, weaknesses, opportunities and threats
- Analyse and understand the direction of the short-, mid-, and long-term development of the company
- Understand governmental restrictions on operation, such as licensing, fees and environmental protection, in the local district
- Recommend different strategic operations directions
- Analyse and assess the advantages of different operations strategies and the resources thus required
- Formulate appropriate business management policy with reference to the company and market conditions
- Assess whether the existing services can cope with the business management policy
- Recommend new services or modify the existing ones to cope with the business management direction

6.3 Review district operations strategies
- Examine the business direction of customers and make use of the operations strategies to meet their needs
- Make use of the district operations strategies to meet the needs of customers if the company has global or regional operations strategies in place
- Recommend effective operations modes and strategies
- Compile reports to illustrate district operations strategies

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of analysing thoroughly the factors for formulating local operations strategies and corporate business policy, and recommending appropriate operations strategies • Capable of reviewing local operations strategies • Capable of compiling reports to illustrate local operations strategies
8. Remarks	This UoC is adapted from the Logistics UoC LOCUOM501A

1. Title	Formulate regional operations strategies
2. Code	LOCUOM519A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of analysing thoroughly the regional factors to formulate regional operations strategies.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge of regional operations strategies
- Understand operations strategies
- Understand the economic scale and characteristics of the services in the region
- Understand the economic development and cargo handling needs of the region
- Understand the geopolitics and social culture of the region
- Understand the regional government's policies on logistics, infrastructure and investment
- Understand goods sources, types and values of products in the region
- Understand the business environment and restrictions of the region on market participation
- Master the transportation, wharf warehousing, distribution, IT infrastructure and manpower training of the region
- Master the company's connection with partners, agents and operators in the region
- Master the calculations of time, space and cost in the region
- Understand the locations, connecting routes and methods of logistics service points, warehouses, and production sites/sales points in the region
- Master the use of analytical tools such as statistical methods and operations analysis
- Understand the relationship between regional logistics solutions and operating policies

6.2 Formulate regional operations strategies
- Collect data and information on external business environment
- Collect data and information on internal business environment
- Analyse data and information
- Analyse and understand the company's strengths, weaknesses, opportunities and threats
- Analyse and understand the direction of the short-, mid-, and long-term development of the company
- Understand restrictions on operation, such as licensing, fees and environmental protection, of different governments in the region
- Recommend different strategic operations directions
- Analyse and assess the advantages of different operations strategies and the resources thus required
- Formulate appropriate business management policy with reference to the company and market conditions

6.3 Review regional operations strategies
- Assess whether the existing services can cope with the business management policy
- Recommend new services or modify the existing ones to cope with the business management direction
- Examine the business direction of customers and make use of the operations strategies to meet their needs
- Make use of the global and regional operations strategies to meet the needs of customers if the company has global or regional operations strategies in place
- Recommend effective operations modes and strategies
- Compile reports to illustrate regional operations strategies

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of analysing thoroughly the factors for formulating regional operations strategies and corporate business policy, and recommending appropriate operations strategies - Capable of reviewing regional operations strategies - Capable of compiling reports to illustrate regional operations strategies
8. Remarks	This UoC is adapted from the Logistics UoC LOCUOM502A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate e-logistics training programmes
2. Code	LOCUOM520A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating e-logistics training programmes for staff members in accordance with the company's operations policies and needs.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of e-logistics training • Understand the principles of e-logistics training • Know about the training needs of operators in the logistics related industries • Know about the training needs new staff members and existing staff members • Know about the regulatory requirements on e-logistics training 6.2 Formulate e-logistics training programmes • Stipulate regulatory requirements on e-logistics training needs • Stipulate the standards required in accordance with company requirements • Stipulate the internal training needs and requirements • Assess the requirements of resources (e.g., equipment, training materials, and trainers) to meet the training needs • Assess the modes of training (e.g., internal workshop, training services provided by institutions and/or professional societies) in accordance with the needs of the company • Select suitable training items for training and development of staff members • Decide the priority and frequency of training in accordance with company requirements • Assess the influence of training programmes on the daily operations of the company • Formulate suitable e-logistics training programmes in accordance with the operations and development direction of the company 6.3 Evaluate e-logistics training programmes • Collect feedback and evaluate the feedback • Identify areas for improvements • Provide recommendation to enhance the effectiveness of the e-logistics training programmes • Complete reports or provide guidelines for e-logistics training of the company
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying the knowledge of e-logistics training • Capable of formulating e-logistics training for logistics staff
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate on-the-job training plans for staff
2. Code	LOCUOM521A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating on-the-job training plans for staff in accordance with the company's policy and needs as well as the human resources, regulatory and legal requirements.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 On-the-job training plans for staff • Understand the concept, modes and functions of training • Know about the importance of staff training in the company • Understand the training needs of different job levels and posts • Know about the different training needs for new staff and existing staff • Know about the requirements of the regulators, legislations and the industry on training • Understand the relationship between training, self -education and staff development • Understand the company's requirements on service quality • Understand the advantages and disadvantages of internal training and the use of training providers 6.2 Plan on-the-job training for logistics staff • Analyse and stipulate legal requirements on training needs • Analyse and stipulate for the company training standards required by organisations of the industry • Analyse and stipulate the company's internal training needs • Assess the common areas, importance and urgency of and resources needed to meet the training requirements and needs • Assess whether the equipment and staff of the company are suitable for internal training • Assess the possibility and cost effectiveness of different methods and modes of training and decide whether subsidy will be provided to staff • Notice and evaluate whether the services provided by the regulators, institutions and professional societies meet the training objectives of the company • Select suitable training items for staff performing different functions • Assess the inter-changeability, compatibility and recognition of company training, self-education and staff development • Decide the priority and training frequency of different training items • Assess the influence of different training plans on the operations and finance of the company • Formulate suitable training plans in accordance with the operations and development direction of the company 6.3 Conduct review • Collect feedback and opinions on a regular basis • Identify the needs to improve the training plans • Provide effective recommendations to enhance the operations and development of on-the-job training • Compile reports or guidelines to illustrate the on-the-job training plans

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of formulating on-the-job training and staff development plans in accordance with the requirements of individual companies or units as well as the special technical requirements on and demands for daily logistics operations • Capable of conducting review on on-the-job training plans • Capable of compiling reports or guidelines to illustrate the on-the-job training plans
8. Remarks	This UoC is adapted from the Logistics UoC LOCUOM504A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate specialised cargo transportation training programmes
2. Code	LOLTOM501A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating specialised cargo transportation training programmes for staff in accordance with the company needs and regulatory requirements.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements:

6.1 Apply knowledge of training and development in transport logistics
- Understand the concept, modes and functions of training
- Understand the training needs of different job levels of the company
- Know about the importance of training in specialised cargo transportation training
- Know about the training needs for new staff and existing staff
- Know about the relevant regulatory requirements on industry training
- Understand the advantages and disadvantages of internal training and the use of training providers

6.2 Formulate specialised cargo transportation training programmes
- Analyse and stipulate regulatory requirements on the training programme
- Analyse and stipulate the standards for the specialised cargo transportation training
- Analyse and stipulate the internal training needs and requirements
- Assess the importance and urgency of and resources needed to meet the training needs and requirements
- Assess the availability of equipment and suitability of staff for internal training
- Assess the different methods and modes of training
- Assess the training services providers
- Assess the inter-changeability, compatibility and recognition of specialised cargo transportation training programmes
- Assess the financial impact of conducting training programmes on the operations of the company
- Select suitable training items for staff performing different functions in accordance with company policy
- Determine the priority and training frequency of different training items
- Formulate suitable specialised cargo transportation training programmes in accordance with the company requirements and constraints
- Collect feedback and opinions from trainees and departmental managers to improve the specialised cargo transportation training programmes
- Present the specialised cargo transportation training programmes to stakeholders with supporting data and information
- Establish guideline to implement specialised cargo transportation courses or programmes with reference to the human resources development plan

6.3 Establish effective specialised cargo transportation system
- Establish specialised cargo transportation systems to:
  (1) assist in the planning and design of specialised cargo transportation training courses,
  (2) assist in formulating the procedures and duration for training programmes,
  (3) assist in preparing materials for training programmes,
  (4) implement specialised cargo transportation courses, and
  (5) conduct training course assessment
- Establish filing systems to systematically maintain records of training and development

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of applying the knowledge of training and development in the area of specialised cargo transportation - Capable of formulating specialised cargo transportation training programmes
8. Remarks	

1. Title	Formulate corporate social responsibility policies
2. Code	LOCUQM507A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating corporate social responsibility (CSR) policies according to the social impact of the company's operations and hence become corporate citizens.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge relevant to corporate social responsibility • Understand the concept of corporate citizenship and social responsibility • Understand the relationship between the culture of a company and its social responsibility • Understand the impact of a company on society, such as fair trade, equal opportunities, investment on society or community, establishment of family culture, environmental protection, etc. • Understand social problems that are caused by transport and logistics services • Understand the advantages to logistics companies when social responsibility is strengthened • Understand the social responsibility and procedures of certified companies 6.2 Formulate policy of corporate social responsibility • Arrange or design activities to encourage staff and the management to participate in events on social responsibility • Compile the target and policy for corporate social responsibility 6.3 Establish auditing mechanism • Establish auditing mechanism for corporate social responsibility • Compile report to illustrate the policy of corporate social responsibility and its future plan
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: • Capable of formulating suitable policy of corporate social responsibility according to the company's scale and operation • Capable of establishing auditing mechanism • Capable of compiling report to illustrate the formulation of policy of social responsibility and its action plan
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM505A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage network security
2. Code	LOCUEL503A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to manage network security effectively.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of network security • Know about the principle of network security • Understand the business operations of logistics related industries • Understand company procedures and requirements 6.2.1 Identify threats • Implement risk analysis of security threats faced by company network • Evaluate and identify internal and external threats to network such as hackers, eavesdropping and viruses 6.2.2 Identify appropriate controls • Plans for cost effective improvements to network security are presented to management for approval and authorisation • Present external or intra network security devices and controls such as firewalls to management for approval • Identify controls to be installed in the network to manage elements such as user access or hackers, eavesdropping and viruses 6.3 Establish effective network security plan • Install and configure approved equipment and controls to provide required levels of security • Evaluate the effectiveness of network security plan on a regular basis • Provide recommendations for additional equipment and updates to maintain security integrity
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying network threats • Capable of identifying appropriate controls • Capable of establishing effective network security plan
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Perform risk assessments of transport process and compile reports
2. Code	LOCULC501A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying the knowledge and skills of risk assessment and the understanding of the transport process to perform such assessment.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge on risk assessment in workflow - Understand the definition, types and impact of risks and different types of compensation - Understand different types of risk assessment skills - Understand the characteristics and operating procedure of the industry - Understand the potential risks and hazards during operations according to instructions, on-site observation and survey reports, including: - Manual handling operations - Mechanical handling operations - Working in confined spaces, etc 6.2 Perform risk assessment - Apply skills to perform process risk assessment. - Assess all the risks that would affect the health and safety of employees, such as fault-finding analysis, status analysis, use of tools under different circumstances and handling of dangerous goods - Compile risk assessment reports for work process, including: - Classification of work activities - Identification of risks - Calculation and assessment of risks - Estimation of staff affected - Methods to reduce or eliminate risks - Conclusions and recommendations 6.3 Conduct review - Collect updated information to conduct situation analysis to identify internal and external factors affecting risk and loss exposures - Evaluate the effectiveness of various risk management tools - Provide effective recommendations to manage risk
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: - Capable of applying basic approaches to perform risk assessment for work process and environment effectively and to compile reports - Capable of conducting review and providing effective recommendations to manage risk
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL501A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Assess total lost amount and calculate claims amount
2. Code	LOCULC502A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of assessing the total lost amount and calculating the claim amount by means of analysis subsequent to the accident.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge of insurance terms, professionals' survey reports and international conventions
- Understand the affreightment contract terms between the company and its customers, and their relationship
- Understand insurance terms, especially having in-depth knowledge of terms on claims
- Understand the functions and contents of general documents for sea freight, air freight and express operation, including the packing list, invoice, bill of lading, master air waybill and house air waybill
- Understand the reports and recommendations of surveyors, average adjusters and lawyers issued after accident investigation
- Understand the impact of relevant clauses of international conventions on the calculation of claim amount

6.2 Assess the total lost amount and calculate the claim amount
- Assess the total losses after giving considerations to the factors: the details of the affreightment contract between the company and its customers; the location, time and causes of the accident; the status of the subject matter insured; survey reports from professionals; relevant clauses of international conventions; the business relationship between the company and its customers
- Calculate the claim amount after giving considerations to the factors: the details of the affreightment contract between the company and its customers; the causes of the accident; damage to the subject matter insured; survey reports from professionals; relevant clauses of international conventions
- May include relevant fees in the assessment of total lost amount and the calculation of the claim amount if appointment of surveyors, average adjusters and lawyers as agents is needed to handle the claim
- Liaise with relevant departments after assessing the total lost amount and calculating the claim amount so as to handle the relationship with customers and the compensation properly.

7. Assessment Criteria	The integrated outcome requirement of this unit of competency: Capable of assessing the total lost amount and calculating the claim amount accurately subsequent to the accident
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL502A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Apply knowledge of business laws to prepare contracts
2. Code	LOCULC503A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of mastering the knowledge of business laws to prepare contracts so as to protect the benefits of the company.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of business laws • Possess relevant legal knowledge, including the legal system in Hong Kong and its origin, contract law, tort law, forms of business organisations, intellectual property law, agency law, sales of goods and services law • Understand the Chinese law, including: business law, intellectual property law, and arbitration • Understand the characteristics and operating procedure of the industry and the cooperative relationship with the customers 6.2 Prepare contracts • Liaise with relevant lawyers for legal assistance according to the situation and contract type • Liaise with relevant departments to understand the characteristics and operating procedure of the industry and the cooperative relationship with the customers, and define clearly the contractual obligations and rights of both sides when preparing contracts • Avoid as much as possible unnecessary law suits and losses when preparing the terms and conditions of the contract • Analyse the reasons for violence or determination of contract and the compensation, handling method and relevant law for breach of contract • Add appropriate terms to protect the interests of the company • Liaise with relevant departments and incorporate their views in drafting the contract 6.3 Professionalism in contract preparation • Understand the business laws and apply relevant knowledge to prepare contracts • Prepare the contract discreetly • Avoid conflict of interests
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Capable of applying the knowledge of business laws to prepare contracts so as to protect the interests of the company
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL506A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Appoint surveyors, average adjusters and lawyers to handle claims
2. Code	LOCULC504A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of selecting and appointing appropriate surveyors, average adjusters and lawyer s timely to handle claims according to different situations and needs.
4. Level	5
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of requirements for insurance terms, and service scope of surveyors, average adjusters and lawyers - Understand the operations of the insurance industry, and different services of insurance intermediaries, insurance companies, surveyors, average adjusters and lawyers - Understand general insurance terms, especially having in-depth knowledge of those related to appointment of surveyors, average adjusters and lawyers; understand the negative impact of non-compliance on future claims - Understand the main duties of surveyors, average adjusters and lawyers and their service scope; their usual practices and fees - Understand the operations of the company and freight transport; know about the details of the incident through different channels, and the damage to the subject matter insured and its current situation 6.2 Appoint surveyors, average adjusters and lawyers to handle claims - Make timely appointment of professionals through proper channels and authorise them to handle claims as agents after examining the insurance terms and different situations and factors, including the causes of the accident, the current situation of and the damaged condition of the subject matter insured and the background, merits and charges of surveyors, average adjusters and lawyers - Present relevant information and documents, including the description of the accident, the current situation of and the damaged condition of the subject matter insured, and the contact details, to the insurance intermediaries, insurance companies, surveyors, average adjusters and lawyers clearly and accurately - Liaise with the staff handling claims at the offices of the surveyor, the average adjuster and the lawyer, and provide relevant support for them
7. Assessment Criteria	The integrated outcome requirement of this unit of competency are: - Capable of selecting and appointing appropriate surveyors, average adjusters and lawyers timely to handle claims according to different situations and needs - Capable of selecting appropriate insurance companies or intermediaries to handle insurance matters according to company's requirements and different factors of consideration
8. Remarks	This UoC is adapted from the Logistics UoC LOSGIL501A

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage compliance with legal and legislative requirements
2. Code	LOCULC505A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of identifying and understanding relevant legislation, establishing a legal structure for a business in compliance with statutory requirements, minimising risks and securing rights to products and services.
4. Level	5
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of legal and legislative requirements - Know about legal and legislative requirements in logistics related aspects - Understand business operations in logistics related industries - Understand company policy and procedures 6.2.1 Determine legal structure of the business - Examine legal options for the most suitable type of business structure - Investigate legal rights and responsibilities of the business to ensure business is adequately protected under existing legal and legislative provisions 6.2.2 Monitor compliance with statutory and regulatory requirements - Confirm statutory requirements affecting the structure of logistics services and take steps to ensure full compliance - Confirm regulatory and statutory requirements that affect business operations and take appropriate steps to ensure full compliance - Determine insurance requirements and acquire adequate cover to ensure risk minimisation - Secure registration of logistics service providers according to owner/operator preferences and legal requirements - Maintain and update legal documents and relevant records according to security and access requirements 6.2.3 Establish legal rights to products and services - Secure information on any purchase rights and ensure full understanding of their implications - Establish conditions to ensure productions and supply of products comply with contractual and legal requirements - Confirm rights and responsibilities applying to the use of products to ensure accurate information is communicated to customers - Secure legal advice on the obligations and rights of contracts 6.3 Utilise legal rights - Ensure production rights secured are based on an informed assessment of all available information - Determine brand ownership and protection rights - Secure contractual procurement rights to provide optimal conditions for production of products and services
7. Assessment Criteria	The integrated outcome of this unit of competency are: - Capable of identifying and understanding a range of basic business structures - Capable of accessing and interpreting a range of relevant legal and technical advice on operational matters - Capable of determining the compliance of existing business operations with legal and legislative requirements - Capable of confirming the rights of consumers, covering a range of service and

	product delivery scenarios for business operations
	• Capable of utilising relevant legal and statutory rights to protect the business brand and intellectual property
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Review freight transport contracts, insurance, and liability
2. Code	LOLTLC501A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of business law to review and examine freight transport contracts, insurance, and liability.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Relevant knowledge of business laws • Possess relevant legal knowledge (e.g., the legal system in Hong Kong, contract law, agency law, sales of goods) • Understand the key features and business procedure of the industry 6.2.1 Examine sales contract • Review the sales contact (or evidence of the sales contract) and confirm the relevant terms and conditions as the basis for the apportionment of costs throughout the freight transport activities • Examine respective responsibilities, rights and liabilities between the buyer and seller based on the sales contract 6.2.2 Examine service contract • Review and confirm the service contract and supporting documents • Examine respective responsibilities, rights and liabilities between the customer and service provider based on the service contract to identify risk, issues, etc. 6.2.3 Evaluate insurance requirements • Evaluate insurance requirements for freight transport from the perspectives of critical risk factors of the freight transport project • Organising appropriate policies with brokers/agents to cover for the freight transport project where required • In the event of loss or damage, assist the customer to make a claim on the insurance as per the policy requirements and standard procedures • Lodge all documentation to support an insurance claim with the insurer as per policy requirements 6.3 Manage legal liability in freight transport project • Evaluate risks of legal liabilities towards customers and third parties as a direct result of an internal mistake or negligence on the part of the transport activity by using appropriate risk analysis techniques • Organise appropriate liability insurance to provide the required cover for the risks involved • In the event of loss or damage, make a claim on the insurance as per the policy requirements and standard procedures • Lodge all documentation to support an insurance claim with the insurer as per policy requirements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of examining on sales contract and service contract • Capable of evaluating insurance requirements • Capable of managing legal liability in freight transport project
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Competency Level 6

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Develop sales strategies
2. Code	LOCUSM601A
3. Range	This unit of competency is applicable to sales manager of logistics service providers. Practitioners should be able to apply sales and marketing management knowledge to develop company sales strategies.
4. Level	6
5. Credit	6 (for reference only)
6. Competency	6.1 Know about sales management and strategic management - Know about the principles of sales management - Know about the principles of strategic management - Know about the business environment in logistics related industries - Understand company policy and procedures 6.2.1 Identify and select sales strategies - Conduct business analysis to examine business environment - Review existing sales strategy for all products and services - Identify a list of possible strategies to enhance sales performance - Select appropriate sales strategies 6.2.2 Devise a sales plan - Obtain relevant information to enhance the efficiency and effectiveness of decision making on sales planning - Use appropriate tools to complete sales planning for a specific market - Devise sales targets - Review and set sales targets through involvement of relevant personnel 6.2.3 Implement sales strategies - Communicate strategic plan to all relevant personnel - Organise briefing session to inform all relevant personnel - Develop and use performance indicators to monitor the implementation progress - Make adjustments wherever necessary 6.3 Critically evaluate the sales strategies - Use effective tools to evaluate achievement of objectives on a regular basis - Critically review effectiveness of the strategies - Provide effective recommendations for future improvement in strategic planning processes
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: - Capable of accessing, analysing and integrating information regarding current company sales strategies - Capable of developing realistic sales strategy targets that relate to strategic and business planning targets - Capable of developing a successful sales strategy for a product or service in consultation with relevant personnel - Capable of establishing procedures and mechanisms to collect and report on sales strategy used during the development stage - Capable of presenting concise implementation procedures and review mechanisms used for a sales strategy - Capable of evaluating the sales strategies critically
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Analyse market data
2. Code	LOCUSM602A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to apply business and marketing knowledge to interpret market trend and market development.
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:
	6.1 Know about marketing research • Know about the principles of marketing research • Understand the international business environment of logistics related industries 6.2.1 Interpret trends and market developments • Collect relevant qualitative information and quantitative data for analysis purposes • Use relevant analytical tools to interpret data and identify market development and trend • Analyse developments and trends within Hong Kong and relevant international settings for their potential impact on international business activity within target market • Identify cultural aspects that may impact on international business activity within target market • Apply statistical measurements to analyse and interpret market data • Conduct qualitative analysis of market information with relevant techniques (e.g., SWOT) to review international business performance 6.2.2 Interpret competitor market performance • Analyse existing and potential competitors' market performance to determine potential opportunities or threats • Compare with competitors' market performance to identify market position 6.2.3 Report on market data • Interpret market data for presentation • Ensure report's content, format and level of detail meet organisational requirements • Submit findings and reports 6.3 Use the findings to determine the attractiveness of a market • Use the findings to present such marketing information as market trends, market size, market growth rate, market profitability, industry cost structure, and key success factors • Use the findings to evaluate the attractiveness of a market and as a guide to make marketing decisions
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of analysing market data to target marketing activities and develop marketing plans • Capable of analysing and reporting market data, including interpreting trends and market developments and competitor market performance data • Capable of documenting results of analysis in a report • Capable of applying knowledge of cultural, historical, political, economic and general knowledge of international events that may have an impact on local or international business activity • Capable of presenting findings to facilitate the making of marketing decisions
8. Remarks	

1. Title	Formulate marketing strategies
2. Code	LOCUSM603A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to apply international business and marketing knowledge to select international markets by identifying and profiling the target market.
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of strategic marketing management • Know about the principles of strategic marketing management • Know about the customer requirements in logistics related markets • Understand company policy and procedures 6.2.1 Select potential international markets for further investigation • Determine readiness to market logistics products or services locally and internationally where appropriate • List potential international markets for further investigation • Identify information sources to inform process for selection of markets • Determine and document criteria to determine suitability of markets for product or service • Access and use information sources to determine suitability of local and international markets where appropriate for product or service to be marketed • Select international markets for profiling 6.2.2 Identify the target market • Evaluate and choose approaches to determine and describe the product/service market within selected countries or regions • Define target market for product/service in terms of potential customers, and selected market segments • Identify and select marketing strategies to fulfil the requirements of the marketing plan • Check appropriateness of selected strategy with information sources 6.2.3 Profile the target customers • Describe selected market and market segments in the form of a customer profile • Ensure the customer profile identifies customer characteristics • Ensure the profile meets organisational requirements 6.3 Develop a positioning strategy • Identify and choose a positioning strategy to meet customer profile and marketing requirements • Use information sources to evaluate the effectiveness of the chosen positioning strategy • Establish positioning strategies to implement marketing plans
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of completing market profiles to document potential markets based on established criteria, targeting strategy, and positioning strategies • Capable of developing targeting strategy and positioning strategies
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage information flow in supply chains
2. Code	LOCUPD606A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of supply chain management (SCM) to develop SCM strategies and improve supply chain effectiveness.
4. Level	6
5. Credit	9 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of supply chain management • Know about the principles of supply chain management • Understand the operations and workflows of logistics and related industries • Understand company requirements 6.2.1 Implement demand driven supply chain management strategy • Assign responsibility for SCM within the organisation with reference to the SCM strategy (e.g., effective information flow, and business process improvement) • Procure software and technology for SCM system implementation within the strategy requirements and budget allocation • Design procedures and policies to guide operations and business relations • Design or redesign supporting business processes to support the strategy implementation • Provide support to relevant stakeholders and suppliers to assist in SCM strategy implementation 6.2.2 Manage supply chain • Manage information exchange and communication with strategic partners • Facilitate collaboration with suppliers to determine demand at each tier of the supply chain • Manage sales of products/services and payments according to risk management strategy (e.g., financial risk and credit risk) • Implement actions to build trust with business partners • Identify opportunities to adjust procedures and policies to respond to the changing needs of the organisation, customers, and supply chain 6.3 Evaluate and improve supply chain effectiveness • Monitor activities across supply and demand chain • Review the effectiveness of the supply chain with relevant stakeholders and identify areas for improvement • Use business data and reports to compare budgets, outcomes, forecasts, and timelines to actual performance • Review technology performance and make recommendations for improvements to software and hardware with reference to budget • Use evaluation results and feedback to improve and plan future SCM strategies
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of implementing a supply chain strategy • Capable of managing a supply chain • Capable of assessing and evaluating the effectiveness of the supply chain and provide recommendations for improvement
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage special freight transport services
2. Code	LOLTPD601A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of managing special freight transport services (including special cargoes and dangerous goods) according to relevant regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulation).
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Apply knowledge of special freight transport services - Understand the regulatory requirements to hand special cargoes (e.g., over-sized cargoes) - Possess relevant licence to manage and handle dangerous cargo 6.2.1 Manage and organise special freight transport projects - Confirm the requirements from relevant sources (e.g., safety data sheet) for the special cargo project in accordance with customers' requirements and regulatory requirements - Determine special logistics requirements (e.g., packaging and labelling) for the freight transport - Identify pre-transport requirements/issues (e.g., cargo safety) and address special issues according to regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulation) and standard operating procedures - Determine and arrange all required cargo insurance for the entire transit - Organise appropriate packaging for the freight involved as per standard operating procedures and regulatory requirements - Organise appropriate warehousing, storage and stowage for the types of freight involved as per customer instructions/requirements - Organise delivery arrangements for the freight to/from docks, airports or terminals as per customer instructions/requirements - Assure that all requirements for customs, and other regulatory authorities are being fulfilled - Complete documentation for the special freight transport services - Provide suitable instructions to all parties involved in the transport of the freight concerned 6.2.2 Manage and organise the transport of dangerous goods - Confirm and clarify (where necessary) requirements from customers or other sources (e.g., safety data sheet) for the transportation of the dangerous goods - Determine classes of dangerous goods involved - Identify and manage the transport risks involved as per applicable regulatory requirements - Identify pre-transport requirements/issues (e.g., stowage and loading/unloading of cargo) for the classes of dangerous goods involved and address the issues in accordance with standard procedures and regulations - Organise appropriate packaging and labelling for the dangerous goods as per regulatory requirements (e.g., Dangerous Goods Ordinance Cap. 295 and subsidiary regulations) - Organise delivery arrangements for the dangerous goods to/from docks, airports or terminal - Assure that all requirements for customs and other regulatory authorities are being fulfilled - Provide suitable instructions to all parties involved in the transport of the dangerous goods concerned

<table>
<tr><td></td><td>6.2.3 Complete documentation

Complete all required forms and other documentation
Enter data into information technology systems as per applicable procedures and regulatory requirements
Report on problems that have arisen and related action taken

6.3 Monitor the effectiveness of transport of special cargoes and dangerous goods

Monitor and trace the transit of the special cargoes and dangerous goods using the relevant tracking systems (e.g., GPS)
Identify problems and initiate appropriate action to resolve the identified problems
Appropriate personnel and the customer are kept informed of the progress of the transport of special/dangerous goods and any action taken to resolve problems that may have arisen
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<tr><td>7. Assessment Criteria</td><td>The integrated outcome requirements of this unit of competency are:

Capable of applying knowledge of special freight transport services
Capable of managing and organising special freight transport projects
Capable of managing and organising the transport of dangerous goods
Capable of completing and processing all required documentation
Capable of monitoring the effectiveness of transport of special cargoes and dangerous goods
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<tr><td>8. Remarks</td><td></td></tr>
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Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Manage cargo security
2. Code	LOCUSS601A
3. Range	This unit of competency is applicable to practitioners who take active roles in managing security procedure for transporting goods in the logistics industry. Practitioners should be capable of fulfilling the relevant security standards, codes, and regulatory requirements covering the management of security procedures.
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:

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Performance Requirements:

6.1 Relevant knowledge of security procedures
- Know about the special precautions, security procedures and potential risks
- Know about the special precautions and procedures, and nature of risk for transporting high risk goods
- Know about the principle of security systems
- Know about the requirement of licences and permits for transport route
- Know about relevant organizations (e.g., ICAO, IATA, WCO and GAO) govern logistics security
- Know about relevant security requirements, including security schemes (e.g., RAR and ISPS), security concepts (e.g., AEO), and security programmes (e.g. C-TPAT)
- Understand the operations and workflows of logistics and related industries
- Understand company security policies and procedures, relevant standards, codes, and regulatory requirements

6.2.1 Assess security risks
- Review records of thefts, damage and security breaches to identify past security incidents
- Indentify relevant logistics security requirements
- Assess of potential risks to the security of facilities, equipment, stock, personnel, information, and operating processes
- Critically evaluate risks from a range of sources with existing security measures
- Note discrepancies between current security processes and identified gap

6.2.2 Specify security requirements
- Make adjustments and decisions to procedures and equipment based on security risk assessment
- Document security arrangements and establish implementation strategies
- Prepare finalised security plan and circulate for feedback
- Respond feedback and questions from stakeholders and incorporate in the plan

6.2.3 Design and implement security plan
- Plan transport schedule details, special precautions and procedures, and nature of risk with loaders, supervisory staff, and line managers
- Obtain and confirm appropriate licences and permits for transport route or transfer site
- Critically assess potential risks or hazards to manage risk
- Check collected information with relevant workplace procedures and regulatory framework
- Obtain authorisations or approvals for activities requiring special approval or workplace procedure changes
- Communicate security procedures to relevant personnel
- Identify priorities for implementation and inform relevant personnel
- Identify competency needs for the work, allocate, train and assess staff to meet the needs

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</table>

	• Obtain and allocate required resources, e.g., facilities and equipment • Organise workplace equipment and personnel to meet the needs • Trial and amend security policies and procedures to improve security performance • Apply communication methods to explain company operating procedures and methods to relevant personnel 6.2.4 Co-ordinate responses on emergencies • Co-ordinate security incidents with reference to the security plan • Observe and report potential security risks with reference to the security plan 6.3 Monitor and review system performance • Categorise and collate security reports • Compare reports to identify any trends in breaches • Collect relevant information to evaluate the current security performance • Modify security requirements to cope with changes in internal and external business environment • Modify security plans and procedures to rectify any identified gaps
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying knowledge of security procedures • Capable of assessing security risks • Capable of specifying security requirements and establishing implementation strategies • Capable of designing the security procedures and system performance • Capable of identifying risks and hazards and planning work to minimise risks • Capable of monitoring and reviewing security performance
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate environmental protection policies and procedures
2. Code	LOCUEP601A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating environmental protection policy and procedures according to environmental legislation and requirements (e.g. Air Pollution Control Ordinance (Cap.311), Water Pollution Control Ordinance (Cap.358)).
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of environmental protection policy and procedures • Know about principles of environmental protection • Know about relevant regulatory requirements • Understand the company policy and procedure 6.2.1 Critically analyze information concerning environmental protection regulations and procedures • Analyse the current environmental protection policy and procedures, and identify key factors and issues • Analyse and monitor factors that influencing the effectiveness of environmental protection policy and procedures • Identify and consult stakeholders on environmental protection needs and capabilities • Analyse and identify legislation and organisational policy and procedures that influencing the environmental protection policy and procedures 6.2.2 Develop environmental protection policy and procedures • Conduct consultation and negotiation with stakeholders • Develop and document environmental protection policy and procedures for logistics operations • Identify, develop, and document required procedures to support the processes 6.2.3 Communicate environmental protection policy and procedures • Inform stakeholders of the outcomes • Promulgate environmental protection policy and procedures • Promote policy and procedures 6.3 Critically evaluate environmental protection policy and procedures • Analyse and monitor performance systems to assess the impact of policy and procedures in achieving plans and targets • Critically evaluate environmental protection policy and procedures to identify required changes to environmental protection policy and procedures • Promulgate and document amendments to environmental protection policy and procedures
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of identifying the environmental protection requirements and adjust them as necessary to ensure the effectiveness of the environmental protection policy and procedures • Capable of initiating, developing and monitoring policy and procedures • Capable of initiating any remedial action required
8. Remarks	

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate risk management plans
2. Code	LOCULC601A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying the risk management knowledge and techniques and, based on the thorough understanding of the transport procedure, to formulate risk management plans for different working procedures.
4. Level	6
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of risk management • Master the definitions of risk management, including: o Importance of risk management o Risk management theory: o Avoid risks o Prevent loss o Minimise loss o Transfer risks o Retain risks • Master contemporary risk management modes, including: o Current development of risk management o Way of handling crisis o Post-crisis risk management strategies • Master the assessment of risks, including: o Importance of the degree of loss o Risk measurement • Master the way to control risks, including: o Importance of risk control o Risk pre-assessment o Pre-incident risk control and post-incident financial compensation 6.2 Formulate risk management plans • Master various working procedures and characteristics of sea freight, air freight and express operations, and apply risk management knowledge and techniques to formulate risk management plans, including setting up risk management committee, formulating risk monitoring plans, analysing risk management tools and reviewing the mechanism • Analyse the cost of accident and benefits of safe operation • Consider the advantages and disadvantages of different risk control plans • Discuss with other departments on daily operational needs so as to formulate suitable and effective risk management plans • Discuss with insurance intermediaries on daily operational needs so as to formulate suitable and effective risk transfer plans • Consider thoroughly factors like occupational safety, health and environmental protection when formulating risk management plans 6.3 Review risk management plans • Identify performance indicators to evaluate the risk management plans • Collect information to evaluate the effectiveness of the risk management plans • Conduct situation analysis to identify internal and external factors affecting the performance • Provide effective recommendations to make adjustment on performance indicators and/or risk management plans

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	• Capable of applying the knowledge of risk management to analyse rationally the operations of the land transport, warehousing and logistics service industries, and assessing the influence of risks on operations of the company
	• Capable of formulating effective risk management plans
	• Capable of reviewing risk management plans
8. Remarks	This UoC is adapted from the Logistics UoC LOCUIL601A

1. Title	Establish compliance with legal and legislative requirements
2. Code	LOCULC602A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to apply legal knowledge to establish compliance of business with legal and legislative requirements
4. Level	6
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:

6.1 Relevant knowledge of legal and legislative requirements related to logistics industry
- Know about relevant legal and legislative requirements
- Understand the business environment and operating environment of logistics related industries
- Understand company policy and procedures

6.2.1 Examine compliance of current business to legal systems
- Use appropriate sources to identify options for business legal structures
- Determine key elements of legal systems affecting business operations
- Compare issues affecting different forms of contract
- Examine legal aspects of financial transactions
- Determine legal requirements for the sale of products and services
- Examine legal implications of e-commerce

6.2.2 Analyse accountabilities and responsibilities of parties undertaking business transactions
- Determine legal rules relevant to assets and intellectual property ownership
- Apply legal rules relevant to risk transfer
- Design and issue warranties in compliance with relevant legislation
- Ensure insurance for logistics operations and products complies with relevant legislation
- Ascertain legal remedies and enforcement options for disputes resolution

6.2.3 Analyse and apply principles in business and contract law
- Determine valid contract requirements
- Apply remedies available for breaches of contract
- Seek legal advice on obligations and rights of contracts, and business liabilities
- Negotiate and secure procurement contracts with relevant personnel
- Identify premises ownerships and complete contract arrangements
- Analyse principles in licensing and other business agreements

6.2.4 Analyse how the law protects intellectual property
- Determine major principles relevant to intellectual property
- Compare varieties of intellectual property
- Determine operations of the law with regard to proprietary interests in international trade
- Apply law of copyright in business transactions
- Analyse methods of regulating patents and trademarks in business environment
- Apply principles of intellectual property licensing

	6.3 Comply with codes, legislation, and regulatory requirements • Develop systems to identify business rights and legal responsibilities • Identify and comply with taxation principles, requirements and procedures • Identify and maintain legal records and documents to ensure the security and accessibility • Manage the provision of product/service to protect and comply with legal rights and responsibilities • Investigate non-compliance areas with legal requirements and take corrective action
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of examining compliance of current business to legal systems • Capable of utilising relevant legal and statutory rights to protect the business brand and intellectual property • Capable of describing and complying with legal and legislative requirements • Capable of establishing appropriate reporting procedures and record-keeping systems for a business operations • Capable of processing documentation relating to business and legal compliance within a set timeframe.
8. Remarks	

1. Title	Research compliance requirements and issues
2. Code	LOCULC603A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of identifying and investigating impacts, issues and policy implications of various aspects of compliance. It also applies to internal or external consultants who carry out research activities for customers on various aspects of compliance as a compliance researcher or member of a compliance management team.
4. Level	6
5. Credit	9 (for reference only)
6. Competency	Performance Requirements: 6.1 Knowledge of business research - Know about research objectives - Know about research plans - Know about data collection - Know about data analysis - Know about developing conclusions and recommendation according to research findings 6.2.1 Clarify the purpose and scope of the research - Clarify the purpose and scope of the research with the customer and relevant personnel - Document the purpose and scope of the research 6.2.2 Develop the research plan - Develop research methodology to enable valid and reliable research outcomes - Prepare the research plan for the proposed project 6.2.3 Gather required research data - Gather research data by relevant research techniques and sources in line with the research plan - Gather and interpret from appropriate sources, information on relevant international standards pertaining to compliance requirements and related systems 6.2.4 Critically analyse collected data - Organise, interpret and review collected data in terms of its relevance to the project's purpose and objectives - Discuss problems and uncertainties when interpreting the research data and address properly with relevant personnel - Organise interpreted research data for subsequent analysis - Apply planned methodology to analyse data - Evaluate and discuss the findings with relevant personnel 6.2.5 Formulate research findings and outcomes - Critically evaluate preliminary findings and outcomes in accordance with the project objectives - Develop research findings, issues and recommendations with relevant personnel - Carry out additional data collection and analysis required to clarify research findings and issues

	6.2.6 Document and disseminate research outcomes • Prepare the draft report according to the agreed structure and format, and acquire feedbacks and comments from relevant personnel • Obtain feedbacks and edit report • Proofread report prior to publication • Ensure the findings, outcomes, and recommendations in the report are approved by relevant personnel • Generate and disseminate report to designated personnel according to the agreed arrangements
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of completing projects in which key aspects or issues associated with compliance requirements or a compliance programme/management system have been researched • Capable of applying knowledge of compliance requirements relevant to the organisation research methods and techniques suitable for compliance related research projects.
8. Remarks	

Competencies for Practitioners of the Logistics Industry (Land Transport & Distribution)

Competency Level 7

1. Title	Forecast markets and business needs
2. Code	LOCUSM701A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to synthesise business and marketing knowledge to forecast markets and business needs.
4. Level	7
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:

6.1 Knowledge of strategic marketing management
- Know about the principles of marketing research and demonstrate the skills to collect/ make use of marketing data as obtained from various sources and segments
- Know about the principles of strategic marketing management and demonstrate the skills to formulate plans to achieve the strategic marketing objectives
- Understand the customer requirements in the logistics related markets and be able to predict specific customer's needs and sentiments across different marketing scenarios
- Understand the Company's policy and procedures to ensure the formulated strategic marketing plan will fit in

6.2.1 Collect market intelligence
- Develop a system to collect and analyse market intelligence data as collected from various sources
- Gather and document market intelligence through networking activities and participation in activities such as trade fairs, conferences, and/or professional development activities
- Identify and access relevant sources of market intelligence
- Evaluate commercial services providing market intelligence and quality of market intelligence
- Analyse the market intelligence on how it impacts on the business activities and marketing performance

6.2.2 Critically review business capabilities and performance
- Understand and confirm on the customer base, core activities, business value and direction
- Conduct a self SWOT assessment on resources and capabilities to identify the company's strengths and weaknesses against the market opportunities and threats
- Examine the effectiveness and efficiency of marketing strategies against the market performance
- Assess business resources and capabilities to identify improvement areas
- Withdraw or redevelop poor performing products/ services

6.2.3 Evaluate the specific market
- Identify and examine the environmental, political, ethical and legal constraints which affect the business activities in general
- Analyse the trends and developments impacting on a micro scale the business activities in the specific market
- Analyse market information for business performance review
- Analyse competitors' market performance and identify potential business opportunities and threats

	6.2.4 Critically evaluate how the business can meet current and emerging needs of the target market
	   • Critically evaluate the pros and cons of various forecasting models and techniques, and adopt the most desirable option which suits the company's requirements
	   • Forecast the emerging market needs with the selected forecasting models and techniques
	   • Identify the market changes which may link to the company's strengths and capabilities
	   • Determine the market niches which the company will target on
	   • Identify the business needs for required changes to improve on the market performance
	   • Formulate effective strategic marketing plan to achieve the target missions

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	   • Capable of undertaking analysis to forecast market and business needs
	   • Capable of collecting market intelligence
	   • Capable of reviewing current business performance and capability critically
	   • Capable of evaluating specific markets
	   • Capable of evaluating and adopting relevant forecasting models and techniques

8. Remarks	

Logistics Industry - RPL clusters of units of competency (Land Transport & Distribution)

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
1	General Competencies (Land Transport and Distribution)	1	One year experience in land transport and distribution	The basic principal competencies include: Apply basic logistics knowledge, terminologies, and different kinds of computerised freight document; and capable of applying the correct way to handle cargoes	LOCUEL101A *#	Apply all kinds of computerised freight document templates
					LOSGCN101A #	Apply basic knowledge of container
					LOCUSH106A *#	Handle bulk cargoes manually
					LOAFCN101A *	Use air freight terms, codes and abbreviation
					LOLTOM101A	Understand logistics and land transport terminologies
					LOSGCN102A #	Understand logistics and sea freight terminology
2	Occupational Safety and Health (OSH) (Land Transport and Distribution)	2	Three years experience in logistics industry, of which not less than one year in implementing OSH procedures	The basic principal competencies include: Understand dangerous goods; apply relevant safety rules and regulations; understand and implement OSH procedures	LOCUSS204A	Understand dangerous goods and their characteristics
					LOCUSS205A	Use firefighting equipments
					LOCUSS206A	Understand occupational safety and health procedures
					LOCUSS207A	Follow safety and security procedures in workplace
					LOCUSS303A	Apply safe working rules and regulations
					LOCUSS304A	Implement occupational safety and health procedures
3	Dangerous Goods/Hazardous Substances Handling (Land Transport and Distribution)	2	Three years experience in logistics industry, of which not less than one year in handling dangerous goods/ hazardous substances	The basic principal competencies include: Identify and label different types of dangerous goods/ hazardous substances, and implement handling, loading/unloading, and preparation activities for dangerous goods/hazardous substances	LOCUSS204A	Understand dangerous goods and their characteristics
					LOCUCT206A	Identify and label explosive and dangerous goods
					LOWHCT204A	Prepare for transport of dangerous goods
					LOCUCT301A	Load and unload explosive and dangerous goods
					LOCUCT302A	Handle dangerous goods/hazardous substances
4	Dangerous Goods/ Hazardous Substances Management (Land Transport and Distribution)	4	Six years experience in logistics industry, of which not less than three years in dangerous goods/ hazardous substances management	The basic principal competencies include: Implement safety management for transport logistics activities, and establish storage and transport procedures for dangerous goods/ hazardous substances	LOCUSS403A	Implement transport regulations compliance systems
					LOCUSS404A	Implement freight safety standards for dangerous goods/hazardous substances
					LOCUSS405A	Establish and implement storage procedures for dangerous goods/hazardous substances
					LOCUSS409A	Establish procedures for transporting high risk goods
					LOCUSS410A	Manage and handle emergencies

Logistics Industry - RPL clusters of units of competency (Land Transport & Distribution)

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
5	Cargo Operations (Land Transport and Distribution)	2	Three years experience in logistics industry, of which not less than one year in cargo operations	The basic principal competencies include: Carry out delivery operations and preparation activities, and handle cargoes relocation and loading and unloading operations	LOCUCT204A	Load and unload cargoes
					LOCUCT205A	Relocate cargoes
					LOCUCT207A	Prepare cargoes for transfer
					LOCUCT208A	Carry out delivery operations
6	Transport Operations (Land Transport and Distribution)	2	Three years experience in logistics industry, of which not less than one year in land transport operations	The basic principal competencies include: Apply basic land transport knowledge to carry out cargoes transfer and delivery	LOLTOM201A	Apply basic land transport knowledge
					LOLTPD201A	Use road maps and pre-determined routes
					LOCUCT207A	Prepare cargoes for transfer
					LOCUCT208A	Carry out delivery operations
7	Transport Management (Land Transport and Distribution)	3	Five years experience in logistics industry, of which not less than two years in land transport management	The basic principal competencies include: Plan relevant fleet scheduling and rosters, and co-ordinate loading/unloading operations	LOCUPD301A	Assess customer transport requirements
					LOCUPD302A	Co-ordinate loading/unloading operations
					LOCUPD304A	Plan routes
					LOCUPD305A	Co-ordinate fleet operations
8	E-logistics (Land Transport and Distribution)	3	Five years experience in logistics industry, of which not less than two years in land transport e-logistics work	The basic principal competencies include: Apply knowledge of information and communication technology and web platform to implement relevant transport logistics operations	LOCUEL211A	Handle electronic documents
					LOCUEL214A	Implement e-platform operations in logistics
					LOCUEL305A	Apply knowledge of information and communication technology
					LOLTEL301A	Perform land transport services through web platform
					LOCUEL308A	Implement e-commence procedures for the logistics industry

Remarks:　*# Common UoC of Air Freight & Express and Shipping branches. For details, please refer to the SCS for the Logistics Industry - Air Freight & Express / Shipping

　　*　UoC of Air Freight & Express branch. For details, please refer to the SCS for the Logistics Industry - Air Freight & Express

　　#　UoC of Shipping branch. For details, please refer to the SCS for the Logistics Industry - Shipping

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Logistics Industry - RPL clusters of units of competency (Common)

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
1	Operation Management (Administration)	3	Five years experience in logistics industry, of which not less than two years in administration management	The basic principal competencies include: Handle relevant basic administrative activities of company	LOCUOM203A *#	Obtain licence for freight operation and make relevant administrative arrangements
					LOCUOM302A *#	Coordinate the work of company departments, business partners and contractors
					LOCUIL305A *#	Handle insurance certificate and policy or related documents
					LOCUOM411A *#	Implement financial analysis and cost control
					LOCUIL401A *#	Implement risk management plans
					LOCUIL405A *#	Handle public liability claims
2	Operation Management (Human Resources)	4	Six years experience in logistics industry, of which not less than three years in human resources management	The basic principal competencies include: Handle relevant human resource management activities of company	LOCUOM405A *#	Settle labour disputes in a company
					LOCUIL404A *#	Handle employee compensation claims
					LOCUIL409A *#	Apply occupational safety and health ordinances relevant to the logistics industry
					LOCUIL413A *#	Apply labour legislations relevant to human resources management
3	Operation Management (Contracting)	4	Six years experience in logistics industry, of which not less than three years in contract management	The basic principal competencies include: Handle relevant contracting and tendering management activities, and monitor the performance of suppliers	LOCUOM401A *#	Monitor the performance of contractors
					LOCUOM402A *#	Design and prepare tenders
					LOCUOM403A *#	Prepare proposals
					LOCUOM407A *#	Monitor the performance of suppliers
					LOCUOM415A *#	Manage process of calling for tenders
					LOCUOM416A *#	Renew, terminate and conclude a contract with contractor/supplier
4	Operation Management (Facilities)	3	Five years experience in logistics industry, of which not less than two years in facilities management	The basic principal competencies include: Handle relevant logistics facility management activities of company	LOCUCN202A *#	Apply basic statistics to logistics operation
					LOCUOM406A *#	Establish technical indicators for logistic machinery equipment
					LOCUOM413A *#	Check and enhance transport efficiency
					LOSGSH303A #	Check mechanical equipment
5	Customer Services	4	Six years experience in logistics industry, of which not less than three years in customer services management	The basic principal competencies include: Manage customer services, handle relevant customer relationship activities, and manage customer service centres	LOCUSM402A *#	Manage customer service centres
					LOCUSM405A *#	Analyze current market situation and trend of the logistics industry
					LOCUSM407A *#	Analyze customers' freight service needs
					LOCUSM408A *#	Formulate customer relationship strategy
					LOCUSM411A *#	Analyze customer's business condition
					LOCUPD401A *#	Master the logistics needs of different import/export trading modes

Logistics Industry - RPL clusters of units of competency (Common)

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
6	Quality Management	3	Five years experience in logistics industry, of which not less than two years in quality management (Must include experience in the implementation of quality management training program)	The basic principal competencies include: Handle relevant quality management activities, and handle issues on quality of freight and logistics services	LOCUCN202A *#	Apply basic statistics to logistics operation
					LOCUQM301A *#	Handle issues on quality of transport and logistics services
					LOCUQM302A *#	Implement quality management training program
					LOCUQM303A *#	Implement environmental management procedures
					LOCUQM305A *#	Test and calibrate measuring equipment
7	Quality Management	4	Six years experience in logistics industry, of which not less than three years in quality management (Must include experience in the conduct of quality management audit, and the compilation of quality assurance procedures)	The basic principal competencies include: Conduct relevant quality management audit, and assist management to formulate relevant quality standards	LOCUQM401A *#	Conduct quality management audit
					LOCUQM402A *#	Promote quality management culture to frontline staff
					LOCUQM403A *#	Compile quality assurance procedures
					LOCUQM406A *#	Formulate measures to enhance staff's quality management culture and standard
					LOCUQM410A *#	Formulate standard for quality management system
					LOCUQM411A *#	Formulate company's performance pledge
8	Environmental Management	4	Six years experience in logistics industry, of which not less than three years in environmental management	The basic principal competencies include: Implement relevant environmental management activities, and assist management to formulate relevant environmental standards	LOCUQM303A *#	Implement environmental management procedures
					LOCUQM404A *#	Formulate environmental management policy
					LOCUQM407A *#	Assess environmental impacts of working procedures
					LOCUQM408A *#	Enhance staff's awareness of environmental protection

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Logistics Industry - RPL clusters of units of competency (Common)

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
9	Marketing	4	Six years experience in logistics industry, of which not less than three years in marketing work	The basic principal competencies include: Perform tasks in marketing and promoting relevant freight products and services to customer, lead sales teams, and build relationships with customers	LOCUSM412A	Build relationships with customers
					LOCUSM413A	Lead sales teams
					LOCUSM414A	Market services and products
					LOCUSM319A	Sell products and services
10	Customer Services	3	Five years experience in logistics industry, of which not less than two years in customer services work	The basic principal competencies include: Carry out and co-ordinate daily customer services activities	LOCUSM213A *#	Handle cargo tracking for customers
					LOSASM201A	Deliver services to customers
					LOCUSM315A	Provide freight forwarding services to customers
					LOCUSM318A	Co-ordinate customer services
11	Documentation	2	Three years experience in logistics industry, of which not less than one year in handling transport documents	The basic principal competencies include: Compile, handle, and verify relevant transport and operations documents	LOCUIE207A	Compile transport documents
					LOCUIE208A	Verify required proofs and documents according to freight needs
					LOCUIE209A	Handle documents for dangerous goods, prohibited articles and dutiable commodities
					LOCUIE211A	Prepare operations documents
					LOSAPD201A	Carry out basic workplace calculations
12	Customs Declaration	2	Three years experience in logistics industry, of which not less than one year in customs declaration	The basic principal competencies include: Compile and verify required proofs and documents for customs declarations, and implement relevant arrangements	LOCUIE207A	Compile transport documents
					LOCUIE208A	Verify required proofs and documents according to freight needs
					LOCUIE210A	Arrange for customs declarations
					LOCUIE305A	Classify commodities for import and export
13	Customs Clearance	3	Five years experience in logistics industry, of which not less than two years in customs clearance	The basic principal competencies include: Co-ordinate and handle relevant customs clearance procedures, and implement customs clearance arrangements	LOCUIE212A	Handle customs clearance procedures
					LOCUIE302A	Apply specialist permit requirements for customs clearance
					LOCUIE303A	Co-ordinate goods to bond/dutiable premises
					LOCUIE304A	Implement border clearance functions
					LOCUIE305A	Classify commodities for import and export

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
14	Logistics Security	3	Five years experience in logistics industry, of which not less than two years in logistics security operations	The basic principal competencies include: Implement relevant logistics security operations and procedures	LOWHCT209A	Implement cargo security operations
					LOCUSS301A *#	Apply security technology to help handle cargo transport security matters
					LOSGSS301A #	Implement sea freight security plan
					LOAFSS301A *	Implement air freight security control procedures
					LOCUSS305A	Implement workplace security procedures
					LOCULC303A	Comply with logistics related regulatory requirements
15	Environmental Protection	3	Five years experience in logistics industry, of which not less than two years in environmental management	The basic principal competencies include: Implement relevant environmental protection procedures, and assist management to formulate environmental protection plan	LOCUEP201A	Understand and implement basic environmental protection plan
					LOCUEP301A	Apply environmental protection procedures
					LOCUEP402A	Assess environmental impacts of working procedures
16	Cargo Operations	2	Three years experience in logistics industry, of which not less than one year in cargo operations	The basic principal competencies include: Operate cargo handling equipments, relocate and load/unload cargoes	LOWHCT202A	Assess operational capabilities of equipments
					LOCUCT204A	Load and unload cargoes
					LOCUCT205A	Relocate cargoes
					LOWHCT301A	Operate cargo handling equipments
17	Security Operations	3	Five years experience in logistics industry, of which not less than two years in cargo security operations	The basic principal competencies include: Implement cargo security operations and relevant security and emergency response procedures	LOWHCT209A	Implement cargo security operations
					LOCUSS305A	Implement workplace security procedures
					LOWHSS301A	Implement emergency response procedures
					LOCUSS402A	Implement accident-emergency procedures
18	Human Resources Training	4	Six years experience in logistics industry, of which not less than three years in human resources training	The basic principal competencies include: Implement relevant logistics training programmes, and prepare workplace orientation/induction procedures	LOCUOM305A	Prepare workplace orientation/induction procedures
					LOCUOM306A	Implement quality management training programmes
					LOCUEL408A	Implement e-logistics training programmes
					LOLTOM401A	Design and implement specialised cargo training programmes
					LOCUOM418A	Train sales teams

Logistics Industry - RPL clusters of units of competency (Common)

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
19	Operations Management (Records)	3	Five years experience in logistics industry, of which not less than two years in records management	The basic principal competencies include: Develop rosters, monitor attendance records and manage business records relevant to operations management activities	LOCUOM204A	Conduct routine administrative tasks
					LOCUOM303A	Develop rosters
					LOCUOM304A	Monitor attendance records
					LOSAOM301A	Maintain and manage business records
					LOSAPD301A	Access and present data/information
					LOSAPD305A	Demonstrate effective workplace communications
20	Quality Management (Application)	3	Five years experience in logistics industry, of which not less than two years in quality management	The basic principal competencies include: Implement daily matters relevant to quality management, and handle issues on quality of transport and logistics services	LOCUQM306A	Handle issues on quality of transport and logistics services
					LOCUQM307A	Apply quality management knowledge
					LOSAQM301A	Apply quality procedures
					LOSAQM302A	Apply quality systems
21	Quality Management (Formulation)	4	Six years experience in logistics industry, of which not less than three years in quality management	The basic principal competencies include: Implement relevant measures to enhance quality standards, and assist management to formulate relevant standards	LOCUQM412A	Formulate measures to enhance quality standards
					LOCUQM413A	Formulate standards for quality management systems
					LOCUQM414A	Formulate company's performance pledge
22	E-logistics (Application)	2	Three years experience in logistics industry, of which not less than one year in e-logistics work	The basic principal competencies include: Handle basic maintenance, update, security, and relevant operations activities for e-logistics systems, websites and e-platform	LOCUEL210A	Implement e-logistics websites maintenance
					LOCUEL211A	Handle electronic documents
					LOCUEL212A	Execute security works for electronic documents
					LOCUEL213A	Apply electronic devices on cargo identifications
					LOCUEL214A	Implement e-platform operations in logistics

Logistics Industry - RPL clusters of units of competency (Common)

	Name of Clusters	Level	Years of Service and Relevant Working Experience	Summary of Principal Competencies	Code	Title of Competencies
23	E-logistics (Design)	4	Six years experience in logistics industry, of which not less than three years in e-logistics work	The basic principal competencies include: Handle design, security, update, and operations activities for common e-logistics systems; and assist management to implement e-logistics training programmes	LOCUEL406A	Design e-commerce procedures for the logistics industry
					LOCUEL407A	Design electronic document security systems and procedures for the logistics industry
					LOCUEL408A	Implement e-logistics training programmes
					LOCUEL409A	Formulate the electronic data flow for relevant parties of the logistics industry
					LOCUEL410A	Design e-logistics websites
					LOSAEL401A	Implement information systems
24	Basic Legislations and Principles (Compliance)	4	Six years experience in logistics industry, of which not less than three years in applying basic legislations and principles relevant to the logistics industry	The basic principal competencies include: Access different types of current legislative information relevant to the logistics industry, understand compliance requirements and legal responsibilities, and apply relevant legislations and principles to assist the company in formulating operating guidelines	LOCULC406A	Promote staff's awareness of compliance with legislation
					LOCULC408A	Apply environmental protection laws and conventions relevant to the logistics industry
					LOCULC409A	Apply occupational safety and health ordinances relevant to the logistics industry
					LOCULC410A	Apply the Prevention of Bribery Ordinance
					LOCULC411A	Understand intellectual property and avoid infringement acts
					LOCULC412A	Apply labour legislations relevant to human resources management
25	Insurance and Claims	4	Six years experience in logistics industry, of which not less than three years in handling insurance and claims	The basic principal competencies include: Handle different types of insurance and claims relevant to logistics industry	LOCULC301A	Verify insurance certificates and policies or related documents
					LOCULC401A	Implement risk management plans
					LOCULC402A	Arrange insurance with brokers/agents
					LOCULC403A	Compile claims reports
					LOCULC404A	Handle cargo claims
					LOCULC405A	Handle facility, equipment, and machinery claims
					LOCULC407A	Handle transport operator's liability insurance

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* UoC of Air Freight & Express branch. For details, please refer to the SCS for the Logistics Industry - Air Freight & Express

\# UoC of Shipping branch. For details, please refer to the SCS for the Logistics Industry - Shipping

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
1	• Employ recall and demonstrate elementary comprehension in a narrow range of areas with dependency on ideas of others • Exercise basic skills • Receive and pass on information • Use, under supervision or prompting, basic tools and materials. • Apply learnt responses to solve problems • Operate in familiar, personal and/or everyday contexts • Take some account, with prompting, of identified consequences of actions.	• Operate mainly in closely defined and highly structured contexts • Carry out processes that are repetitive and predictable • Undertake the performance of clearly defined tasks • Assume a strictly limited range of roles.	• The ability to perform tasks of routine and repetitive nature given clear direction • Carry out directed activity under close supervision • Rely entirely on external monitoring of output and quality	• Use very simple skills with assistance — for example: • Take some part in discussions about straightforward subjects • Read and identify the main points and ideas from documents about straightforward subjects • Produce and respond to a limited range of simple, written and oral communications, in familiar/routine contexts • Carry out a limited range of simple tasks to process data and access information • Use a limited range of very simple and familiar numerical and pictorial data • Carry out calculations, using whole numbers and simple decimals to given levels of accuracy.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
2	• Apply knowledge based on an underpinning comprehension in a selected number of areas • Make comparisons with some valuation and interpret available information • Apply basic tools and materials and use rehearsed stages for solving problems. • Operate in familiar, personal and/or everyday contexts • Take account the identified consequences of actions.	• Choose from a range of procedures performed in a number of contexts, a few of which may be non-routine • Co-ordinate with others to achieve common goals.	• The ability to perform a range of tasks in predictable and structured contexts • Undertake directed activity with a degree of autonomy • Achieve outcomes within time constraints • Accept defined responsibility for quantity and quality of output subject to external quality checking.	• Use skills with some assistance —for example: • Take active part in discussions about identified subjects • Identify the main points and ideas from documents and reproduce them in other contexts • Produce and respond to a specified range of written and oral communications, in familiar/routine contexts • Carry out a defined range of tasks to process data and access information • Use a limited range of familiar numerical and graphical data in everyday contexts • Carry out calculations, using percentages and graphical data to given levels of accuracy.

Generic Level Descriptors			
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
3	• Apply knowledge and skills in arrange of activities, demonstrating comprehension of relevant theories • Access, organize and evaluate information independently and make reasoned judgements in relation to a subject or discipline • Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable, problems • Make generalizations and predictions in familiar contexts.	• Operate in a variety of familiar and some unfamiliar contexts, using a known range of technical or learning skills • Select from a considerable choice of predetermined procedures • Give presentations to an audience	• The ability to perform tasks in a broad range of predictable and structured contexts which may also involve some non-routine activities requiring a degree of individual responsibility • Engage in self-directed activity with guidance/evaluation • Accept responsibility for quantity and quality of output • Accept well defined but limited responsibility for the quantity and quality of the output of others	• Use a wide range of largely routine and well practiced skills — for example: • Produce and respond to detailed and complex written and oral communication in familiar contexts, and use a suitable structure and style when writing extended documents. • Select and use standard applications to obtain, process and combine information • Use a wide range of numerical and graphical data in routine contexts, which may have some non-routine elements.

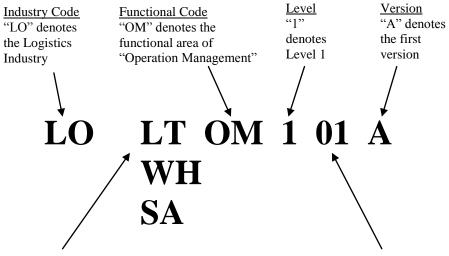|	Generic Level Descriptors			
Level	**Knowledge & Intellectual Skills**	**Processes**	**Application, Autonomy & Accountability**	**Communications, IT & Numeracy**
4	• Develop a rigorous approach to the acquisition of a broad knowledge base, with some specialist knowledge in selected areas • Present and evaluate information, using it to plan and develop investigative strategies • Deal with well defined issues within largely familiar contexts, but extend this to some unfamiliar problems • Employ a range of specialized skills and approaches to generate a range of responses.	• Operate in a range of varied and specific contexts involving some creative and non-routine activities • Exercise appropriate judgement in planning, selecting or presenting information, methods or resources • Carry out routine lines of enquiry, development of investigation into professional level issues and problems.	• The ability to perform skilled tasks requiring some discretion and judgement, and undertake a supervisory role • Undertake self-directed and a some directive activity • Operate within broad general guidelines or functions • Take responsibility for the nature and quantity of own outputs • Meet specified quality standards • Accept some responsibility for the quantity and quality of the output of others.	• Use a wide range of routine skills and some advanced skills associated with the subject/discipline — for example: • Present using a range of techniques to engage the audience in both familiar and some new contexts • Read and synthesize extended information from subject documents; organize information coherently, convey complex ideas in well-structured form • Use a range of IT applications to support and enhance work • Plan approaches to obtaining and using information, choose appropriate methods and data to justify results & choices • Carry out multi-stage calculations.

Generic Level Descriptors			
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
5	• Generate ideas through the analysis of abstract information and concepts • Command wide ranging, specialized technical, creative and/or conceptual skills • Identify and analyse both routine and abstract professional problems and issues, and formulate evidence-based responses • Analyse, reformat and evaluate a wide range of information • Critically analyse, evaluate and/or synthesize ideas, concepts, information and issues • Draw on a range of sources in making judgments.	• Utilise diagnostic and creative skills in a range of technical, professional or management functions • Exercise appropriate judgement in planning, design, technical and/or supervisory functions related to products, services, operations or processes.	• Perform tasks involving planning, design, and technical skills, and involving some management functions • Accept responsibility and accountability within broad parameters for determining and achieving personal and/or group outcomes • Work under the mentoring of senior qualified practitioners • Deal with ethical issues, seeking guidance of others where appropriate.	• Use a range of routine skills and some advanced and specialized skills in support of established practices in a subject/discipline, for example: • Make formal and informal presentations on standard/mainstream topics in the subject/discipline to a range of audiences • Participate in group discussions about complex subjects; create opportunities for others to contribute • Use a range of IT applications to support and enhance work • Interpret, use and evaluate numerical and graphical data to achieve goals/targets.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
6	• Critically review, consolidate, and extend a systematic, coherent body of knowledge • Utilise highly specialized technical research or scholastic skills across an area of study • Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses • Critically review, consolidate and extend knowledge, skills practices and thinking in a subject/discipline • Deal with complex issues and make informed judgements in the absence of complete or consistent data/information.	• Transfer and apply diagnostic and creative skills in a range of situations • Exercise appropriate judgement in complex planning, design, technical and/or management functions related to products, services operations or processes, including resourcing and evaluation • Conduct research, and/or advanced technical or professional activity • Design and apply appropriate research methodologies.	• Apply knowledge and skills in a broad range of professional work activities • Practice significant autonomy in determining and achieving personal and/or group outcomes • Accept accountability in related decision making including use of supervision • Demonstrate leadership and /or make an identifiable contribution to change and development.	• Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues, specialists • Use a wide range of software to support and enhance work; identify refinements to existing software to increase effectiveness or specify new software • Undertake critical evaluations of a wide range of numerical and graphical data, and use calculations at various stages of the work.

Generic Level Descriptors			
Level	**Knowledge & Intellectual Skills**	**Processes**	**Application, Autonomy & Accountability**	**Communications, IT & Numeracy**
7	• Demonstrate and work with a critical overview of a subject or discipline, including an evaluative understanding of principal theories and concepts, and of its broad relationships with other disciplines • Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information • Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information • Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships.	• Demonstrate command of research and methodological issues and engage in critical dialogue • Develop creative and original responses to problems and issues in the context of new circumstances.	• Apply knowledge and skills in a broad range of complex and professional work activities, including new and unforeseen circumstances • Demonstrate leadership and originality in tackling and solving problems • Accept accountability in related decision making • High degree of autonomy, with full responsibility for own work, and significant responsibility for others • Deal with complex ethical and professional issues.	• Strategically use communication skills, adapting context and purpose to a range of audiences • Communicate at the standard of published academic work and/or critical dialogue • Monitor, review and reflect on own work and skill development, and change and adapt in the light of new demands • Use a range of software and specify software requirements to enhance work, anticipating future requirements • Critically evaluate numerical and graphical data, and employ such data extensively.

Coding Criteria

	Major Functional areas	**Codes**
(i)	Sales, Marketing and Customer Services	SM
(ii)	Planning and Design of Logistics Solutions	PD
(iii)	Import/Export Documentation	IE
(iv)	Cargo Safety and Security	SS
(v)	Environmental Protection	EP
(vi)	Cargo Transport and Handling	CT
(vii)	Operation Management	OM
(viii)	Quality Management	QM
(ix)	E-Logistics	EL
(x)	Insurance, Legal Matters & Compliance	LC

Industry Code
"LO" denotes the Logistics Industry

Functional Code
"OM" denotes the functional area of "Operation Management"

Level
"1" denotes Level 1

Version
"A" denotes the first version

LO   LT OM 1 01 A
WH
SA

Sector Code
"LT" denotes the "Land Transport and Distribution" branch
"WH" denotes the "Terminals, Warehouse, & Logistics Centre" branch
"SA" denotes the "Supporting & Ancillary Services" branch
"AF" denotes the "Air Freight & Express" branch
"SG" denotes the "Shipping" branch
"CU" denotes common to more than one branch

Serial Code
"01" denotes the first unit of competency under a specific functional area