

**Specification of
Competency Standards
for the
Import and Export Industry
in Hong Kong**

First Edition

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Table of Contents

	Page
Chapter 1 Preface	
Industry Background	1
Development of the Import and Export Industry in Hong Kong	2
Business Environment of the Industry	3
Specification of Competency Standards	5
Membership of the SCS Drafting Sub-committee	6
Chapter 2 Qualifications Framework	
Hong Kong Qualifications Framework	7
QF Levels	8
Chapter 3 Competency Standards	
Major Functional Areas of the Import and Export Industry	9
Functional Map Showing the Major Functional Areas of the Import and Export Industry	11
Competency Standards	12
Units of Competency	12
Recognition of Prior Learning	12
Number of units of competency of each QF level	12
Chapter 4 Units of Competency	
Competency Summary for Import and Export Industry	13
List of Competencies for Practitioners of the Import and Export Industry	23
Competencies for Practitioners of the Import and Export Industry	
-Functional Area: Finance	32
-Functional Area: Warehousing and Logistics	56
-Functional Area: Sales and Merchandising	94
-Functional Area: Operations Management	153
-Functional Area: Shipping Documents and Management	185
-Functional Area: Quality Management	203
-Functional Area: Strategic Management	216
Appendix 1 Generic Level Descriptors	230

Chapter 1

Introduction

Industry Background

1. Import and export industry is one of the world's most internationalised industries. Related activities, including sourcing and merchandising, facilitate the exchange of goods across international borders in support of international trade and enable the efficient use of global resources. This industry has been essential to Hong Kong's economic development, contributing to the growth of Hong Kong's gross domestic product (GDP). The local import and export industry contributed to around 20% of Hong Kong's GDP.

2. Import and export activities occur for a number of reasons. Countries can have absolute advantages in producing certain types of goods with higher quality than others. International trade allows consumers in different countries access to goods that are not manufactured domestically due to comparative disadvantages and technological inferiority in production. Import and export trade can be helpful for meeting different tastes, preferences, and consumption patterns of consumers in different countries. Another reason for international trade is that there are differences in production costs, including labour cost, land cost, material cost, and so on, in different countries. Since these costs are usually lower in developing countries, labour-intensive production activities tend to be located in these countries with outputs exported to their developed counterparts. There are numerous benefits from import and export activities for national development. First, a wide range of products can be made available to consumers. Also, lower production costs, through economies of scale in production, can result in lower prices offered to consumers, raising their living standards. Moreover, while international trade increases global competition, it facilitates economic growth, technological development, and market expansion. All these outcomes necessitate the development of transportation infrastructure, such as ports and highway systems, to facilitate the movement of goods across countries.

3. World markets have become increasingly globalised with growing international trade flows. This development has led countries to participate in international trading blocs, such as the World Trade Organization (WTO), the North American Free Trade Agreement (NAFTA), and the European Union (EU), to enjoy the benefits of free trade. There are also other trading blocs such as the Association of Southeast Asian Nations (ASEAN) and the Asia-Pacific Economic Cooperation (APEC), which aim to facilitate intra-Asian trade liberalisation and provide convenience for business environment improvement, economic growth, societal progress, and civilisation development. These trading blocs have a common objective - to open up new trading opportunities by removing international trade barriers. International trade brings widespread economic impact on local, regional, and national economies. The world's most massive industrial developments over the past two centuries first took place in Europe, followed by North America, and then East Asia. These trade patterns of moving goods from production locations to consumption locations have shaped international trade routes. The growth of international trade has led to a rapid expansion in the manufacturing sectors in developing countries, whose outputs supply appropriate products to meet the world's consumption. Import and export trade plays an important role in servicing the increasingly globalised markets.

Development of the Import and Export Industry in Hong Kong

4. Hong Kong is a deep natural port located in Guangdong Province in Southern China. This geographical location has been influential in facilitating the economic and political developments of Hong Kong. Serving as an entrepôt in support of China's regional and global trade in the nineteenth century, Hong Kong has been evolving into one of the world's most important international commercial and logistics centres after more than two centuries' development. The development of the import and export industry in Hong Kong can be broadly classified into four phases, namely early development (1842-1950s), post-war industrialisation (1950s-1970s), re-integration with mainland China (1980s-1997), and post-Asian financial turmoil (1997-present). Since the 1950s, Hong Kong has experienced a rapid and successful process of industrialisation.

5. Activities of the import and export industry can be classified into imports, domestic exports, and re-exports. Hong Kong has adopted a free trade policy and erected only very limited barriers on trade. Hong Kong does not impose any tariffs on the importation or exportation of goods. Licensing requirements are kept to a minimum. Licensing is only imposed when there is a genuine need to meet the obligations undertaken by Hong Kong to its trading partners, or to meet public health, safety, or internal security needs.

6. In 1997, Hong Kong ranked as the 8th largest trading entity in the world. However, this rank dropped to 10th in 2001 and was further relegated to 11th in 2005. In 2011, Hong Kong remained the 10th largest trading entity in the world and the downward trend of Hong Kong as a global trading entity is evident. However, the rapid economic development on the Chinese mainland has brought about significant growth opportunities in international trade. For long-term survival, Hong Kong needs to maintain a close connection with the Chinese mainland by facilitating good movements and the mobility of talent.

7. Hong Kong has long been an intermediary in international trade, servicing the re-export of goods from mainland China to the rest of the world. Due to its proximity to mainland China, especially the Pearl River Delta region where export production is concentrated, the Hong Kong import and export industry serves to lower information costs and other informal trade barriers. In this role, Hong Kong traders specialise in finding mainland Chinese producers who can meet foreign quality standards and in locating buyers for mainland Chinese-made goods and traders are rewarded with informational rents, which can account for the markup they charge. Such information costs create an incentive for Hong Kong's import and export companies to play the role of the middleman between mainland Chinese suppliers and foreign buyers. These costs may arise if foreign buyers are informed imperfectly about the quality of suppliers or if the mainland Chinese suppliers are informed imperfectly about the requirements of foreign buyers. In trade intermediation, Hong Kong traders provide a range of value-added services in matching foreign buyers with mainland Chinese suppliers including product design, materials sourcing, merchandising, quality assurance, shipping, and product delivery.

8. Due to the changing role of Hong Kong traders from traditional re-exporters to comprehensive trade specialists, the job functions of the Hong Kong import and export industry have experienced substantial changes due to the growing trends towards outward processing and off-shoring practices by enterprises. In addition to the role of an intermediary between foreign buyers and mainland Chinese suppliers, Hong Kong traders need to play the role of controlling quality for outsourced manufacturing and overseeing the entire fabrication of goods and shipping arrangements. These activities can span purchasing inputs, planning production, managing product design and brand, monitoring manufacturing and sub-contracted orders, evaluating the quality of mainland Chinese suppliers and resolving

informational problems, and packaging and distributing of goods. Other trade related activities may involve helping mainland Chinese suppliers to find markets for their goods abroad and managing the life cycle of their branded products. If suppliers in mainland China lack information about foreign buyers, they may not know what types of goods to produce or will have difficulty in negotiating international trade deals. These changing roles and activities of Hong Kong traders require a corresponding upgrade of human resources skills in the industry to better service the escalating international trade service requirements.

9. Trading firms in Hong Kong used to act as bridges between foreign buyers and Chinese producers. Due to the loss of significance of original equipment manufacturing (OEM) in mainland China particularly the Pearl River Delta region, the economy of Hong Kong has been shifting to providing high value-added activities geared towards brand building. According to a survey conducted by the Chinese Manufacturers' Association of Hong Kong (CMA) in 2011, more than 50% of the respondents had their own brands. The survey also found that many firms were striving to integrate brand building with market exploration. Original brand manufacturing (OBM) is important for trading and manufacturing firms in Hong Kong to grasp global business opportunities arising from emerging markets. Many firms also pursue original design manufacturing (ODM) to design and develop their products. To be successful in ODM and OBM, free flow of information across the globe is essential for firms to conduct product trend study and market analysis. Practitioners in the import and export industry need to perform advanced business activities that require a great deal of knowledge and skills spanning product design, product management, and brand development. A corresponding upgrade of the workforce is crucial to long-term success of the industry.

Business Environment of the Industry

10. International trade, in essence, leads to more efficient deployment of resources in the world. International trade involves two basic elements. First, it involves different currencies and affects the balance of trade of the participating countries. The Hong Kong dollar was the 8th most traded currency in the world in 2010. The Hong Kong economy has no restrictions on the import or export of either local or foreign currencies. In 2005, external trade in goods and services was equivalent to around three times the GDP of Hong Kong. Obviously, it is very important for Hong Kong to maintain a stable exchange rate. Since early October 1983, the Hong Kong dollar has been officially pegged to the U.S. dollar at a rate of approximately HK\$7.8 to US\$1. The linked exchange rate system reduces the foreign exchange risk encountered by importers, exporters, and international investors. Second, international trade is conducted across countries and is affected by social, technological, economic, and political factors.

11. The social environment is concerned with understanding the potential impact of society on the import and export industry:

- The import and export industry contributed to 19.6% of Hong Kong's GDP in 2010. Up to 2012 Q2, 518,700 persons were employed by the import/export and wholesale trade industry. The high demand for workers creates job opportunities in the local economy. The age range of the employees in the industry can be classified into three groups: (1) 15 to 24 years old accounted for 26,300 persons, (2) 25 to 39 years old accounted for 210,900 persons, and (3) 40 years old and above accounted for 324,600 persons.
- Regarding the expectation of staff's education level in the trade industry, more than 60% of employers in the industry requiring their managerial staff to have university degrees or professional qualifications. Meanwhile, post-secondary qualifications including associate

degrees/higher diplomas, diplomas/certificates, and matriculation were not neglected. Qualified candidates attaining only secondary education qualifications were in general recruited for clerical/operational positions only.

12. The technological environment of the import and export industry is concerned with the effects of technological changes on the industry:

- Electronic data interchange (EDI) refers to the electronic transmission of structured data between organisations. It enables the transfer of electronic documents or business data from a computer system of a company to its trading partners' computer systems. Although EDI is widely adopted by the import and export related businesses in Hong Kong, there is a lack of natural-language supported applications and related standards for electronic data interchange across countries, limiting the usage of such means in supporting international trade activities.
- Electronic trading has such advantages as (1) higher processing speed, shorter turnaround time, and greater efficiency; (2) less data re-entry and transcription, less error-prone results, and greater accuracy; (3) lower cost and fewer physical documents; and (4) less paper consumption due to electronic transmission and storage of transactions. These advantages of electronic trading provide opportunities for traders to improve their operations. In fact, the international trade transportation infrastructure of Hong Kong has installed information technology to enable container terminal users to access the needed data to co-ordinate their business activities.

13. The economic environment of the import and export industry focuses on changes in the macro economy and their effects on the industry:

- Hong Kong companies have been facing pressure of soaring production costs. On 30 December 2011, the exchange rate of the Renminbi (RMB) against the US\$ appreciated to 6.2933, representing an appreciation of nearly 5% compared with that at the end of 2010 and by 8.5% compared with that in mid-June 2010. According to a survey of the HKTDC Research, the local content (the part of production costs settled in RMB) of Hong Kong companies producing on the Chinese mainland ranges from 34.4% to 53.9%, with an average of 49.8%. This represents quite a marked increase from an average of 30% a few years ago. Given the marked increase in local content, an 8% appreciation of the RMB against the US\$ translates into a 4% rise in production costs.
- Compared with RMB appreciation and rising material prices, increasing labour costs in the PRD region present the biggest challenge to traders. Employers need to raise wages in order to recruit and retain workers, where higher wages and labour shortages will likely remain irreversible over the medium term. As it remains difficult for exporters to raise product prices, their profit margins will be eroded largely by high labour costs due to labour shortage, as well as by rising material prices and a stronger RMB.

14. The political environment of the import and export industry is concerned with the part of the macro environment that is under either the direct control or influence of the government:

- In 2010, Hong Kong signed the Comprehensive Agreements for the Avoidance of Double Taxation (DTA) with Austria, Brunei, Hungary, Indonesia, Kuwait, and the Netherlands. This development represents an important step for Hong Kong to comply with the

requirements of the Organization for Economic Cooperation and Development (OECD) in this area. Hong Kong has now signed 22 DTAs. The latest have been with Spain, the Czech Republic, and Malta. Most of them were in force in 2012 and beyond.

- In addition to the imposition of Section 421 product-specific safeguard on tyres from China in September 2009, the US took anti-dumping and countervailing actions to restrict products from China in 2010, while forcing China to appreciate the value of RMB. In 2012, the US, Canada, Mexico, and Argentina imposed anti-dumping measures on Chinese products.
- Since the introduction of the Closer Economic Partnership Arrangement (CEPA) between the Chinese mainland and Hong Kong on 1 January 2004, products with agreed CEPA rules of origin are eligible for zero-duty access to the mainland market. The CEPA agreements (Supplement VIII) has deepened service sector liberalisation, easing the entry conditions, as well as enhancing the flexibility of Hong Kong service suppliers, professionals, and residents in entering the mainland market.

Specification of Competency Standards

15. 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.

16. 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.

17. 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 progression 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.

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

Membership of the SCS Drafting Sub-committee:

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Deputy Convenor

Ms Florence FUNG

Members

Mr Michael HUI, MH (ITAC Chairman)

Mr Benson PAU (ITAC Vice-chairman)

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Representative of Education Bureau

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Ms Vicki CHAN

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Representative of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ)

Chapter 2

Qualifications Framework

Hong Kong Qualifications Framework

19. The Import and Export 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.

20. The Import and Export 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.

21. The SCS is useful to 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.

22. 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

23. 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.

24. 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 Import and Export Industry

25. As proposed by the Import and Export ITAC, the Specification of Competency Standards (SCS) for the Import and Export Industry may consist of the following major functional areas:

- (i) **Finance**
This functional area involves the import and export activities in relation to the function of financial management, costing, account management, and bills management. Practitioners should possess extensive knowledge of financial management and budgeting to formulate financial plans; develop budgets; execute costing; as well as handle related payment issues in import and export operations.
- (ii) **Warehousing and Logistics**
This functional area involves the import and export activities in relation to the function of goods handling and distribution, warehousing, and logistics management. Practitioners should possess relevant knowledge, techniques and skills of logistics management to co-ordinate and assist in goods storage, receipt, and dispatch operations; identify customer transport requirements; implement integrated logistics support plans; as well as evaluate logistics performance. Moreover, they should also be capable of planning, designing, and monitoring inventory control procedures and warehousing operations.
- (iii) **Sales and Merchandising**
This functional area involves the import and export activities in relation to the function of sales and marketing management, customer relationship management, contract management, procurement, product management, etc. Practitioners should employ different knowledge, methods, and techniques relevant to sales and merchandising 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.
- (iv) **Operations Management**
This functional area covers the formulation of operational policy and procedures, and the monitoring and control of their implementation. Practitioners should possess extensive knowledge of legal compliance, risk management, project management, international business management, and be conversant with the import and export operations. They should also be capable of drawing up operational policy, implementation plan, and mode of communication that can meet the organisational needs from higher perspectives such as organisational development, strategy formulation, management direction, overall risk management etc.

(v) Shipping Documents and Management

The functional area of shipping documents and management involves understanding the functions, issuing systems, usage and handling skills for various shipping documents. In order to handle good import/export efficiently and legally, practitioners should be capable of understanding clearly the business flow of the import and export trade; carrying out the freight cost calculation; understanding and handling all kinds of import/export documents, letters of credit, and documentary bills; as well as possessing skills and knowledge relevant to customs declaration and clearance requirements and procedures.

(vi) 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.

(vii) Strategic Management

The functional area covers the formulation and implementation of environmental, business development, operations, and innovation strategies by employing a range of knowledge and skills of strategic management. Practitioners should effectively implement the environmental procedures and monitor the environmental performance. Moreover, they should also be capable of selecting, formulating, and evaluating competitive and innovation strategies for business development in order to achieve sustainable competitive advantage.

Please refer to Diagram 1 for further information.

26. Based on the generic level descriptors and the major functional areas, the Import and Export ITAC has formulated a “List of Competencies” (Chapter 4) for the Import and Export industry. It lists out the principal competencies of the import and export industry in various functional areas and at different competency levels. It is designed to provide clear overview of competencies for public to draw up individual learning road maps Learners may pursue a learning pathway to upgrade their skills in a particular functional area for specialisation (vertical development), or progress along the same level across a number of functional areas to become multi-skilled (horizontal development).

Functional Map Showing the Major Functional Areas of the Import and Export Industry



Competency Standards

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

Units of Competencies

28. The Import and Export 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

29. 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.

30. In-house training has long been the major training opportunity for employees of the import and export industry. The ITAC will consult members of the industry to develop an appropriate RPL mechanism.

Number of units of competency of each QF level

Level	Number of UoC
7	1
6	6
5	37
4	86
3	42
2	15
1	2
Total	189

Chapter 4

Units of Competency:

Competency Summary for Import and Export Industry

Competency Summary for Import and Export Industry

Functional Area: Finance

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
2	Perform bookkeeping	105166L2	4	33
	Handle trading and shipping documents	105167L2	4	34
3	Use financial statements to understand business operations	105181L3	3	35
	Handle petty cash	105182L3	2	36
	Handle trading payments	105183L3	4	37
	Handle commercial invoices and receipt of payments	105184L3	4	38
4	Manage financial plans	105223L4	6	39
	Provide accurate estimates to develop budgets	105224L4	6	40
	Monitor budgets	105225L4	5	41
	Review budgets	105226L4	4	42
	Compile financial reports	105227L4	5	43
	Conduct financial feasibility analysis	105228L4	6	44
	Provide business advice on taxes and duties for international trade	105229L4	5	45
	Plan resource requirements	105230L4	4	46
	Identify cost of products	105231L4	4	47
	Execute costing in import and export	105232L4	4	48
	Master cost and price estimation of new products	105233L4	6	49
	Manage cost deviation	105234L4	5	50
	Conduct profit and cost analysis	105235L4	6	51
	Conduct cost review upon project completion	105236L4	4	52
5	Conduct financial planning assessment	105309L5	7	53
	Manage cash flow	105310L5	7	54
6	Formulate financial plans	105346L6	9	55

Competency Summary for Import and Export Industry

Functional Area: Warehousing and Logistics

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
1	Arrange goods deliveries	105164L1	3	57
2	Identify and label explosive and dangerous goods	105168L2	4	58
	Perform stock control procedures	105169L2	4	59
	Carry out delivery operations	105170L2	4	60
	Implement goods security operations	105171L2	4	61
3	Conduct goods receipt	105185L3	3	62
	Determine goods storage locations	105186L3	3	63
	Execute goods labelling and packaging	105187L3	4	64
	Handle dangerous goods/hazardous substances	105188L3	4	65
	Carry out stock-taking	105189L3	4	66
	Implement integrated logistics support	105190L3	3	67
	Use basic statistics in workplace	105191L3	2	68
	Co-ordinate goods loading/unloading operations	105192L3	2	69
	Complete documentation in compliance with regulatory requirements	105193L3	2	70
	Co-ordinate warehouse operations	105194L3	3	71
	Co-ordinate fleet operations	105195L3	4	72
	Organise goods receipt/dispatch/export	105196L3	5	73
	Implement emergency response procedures	105197L3	3	74
4	Establish and implement storage procedures for dangerous goods/hazardous	105237L4	5	75
	Implement freight safety standards for dangerous goods/hazardous substanc	105238L4	4	76
	Plan and design inventory control procedures	105239L4	5	77
	Review inventory plans	105240L4	4	78
	Ascertain customer transport requirements	105241L4	3	79
	Assess the logistics needs of different import/export transport modes	105242L4	5	80
	Develop integrated logistics support plans	105243L4	6	81
	Monitor performance of logistics service providers	105244L4	4	82
	Apply quarantine procedures	105245L4	4	83
	Monitor warehouse operations	105246L4	4	84
	Organise goods operations	105247L4	3	85
	Manage security of assets and facilities	105248L4	4	86
5	Plan and design receiving and putaway process in warehouse operations	105311L5	7	87
	Plan and design order picking and shipping process in warehouse operation	105312L5	8	88
	Design material flow and warehouse layout in warehouse operations	105313L5	8	89
	Design warehouse sizing	105314L5	8	90
	Manage security of storage facilities	105315L5	8	91
6	Manage goods security	105347L6	8	92

Competency Summary for Import and Export Industry

Functional Area: Sales and Merchandising

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
2	Update customers with latest company news	105172L2	3	95
3	Provide customer service	105198L3	2	96
	Review shipping and payment terms in international trade	105199L3	4	97
	Evaluate on the use of export credit insurance	105200L3	4	98
	Review insurance policy in international trade	105201L3	4	99
	Display products and samples	105202L3	2	100
	Issue product design briefs	105203L3	2	101
	Prepare proposals on product design projects	105204L3	2	102
	Develop product specification and product sample	105205L3	4	103
	Produce quality control reports	105206L3	3	104
	Perform selling of products	105207L3	3	105
	Develop sales plans	105208L3	3	106

Competency Summary for Import and Export Industry

Functional Area: Sales and Merchandising

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
4	Develop relationship with customers	105249L4	4	107
	Manage customer service	105250L4	6	108
	Handle complaints on product and service quality	105251L4	3	109
	Review quality of customer service	105252L4	5	110
	Implement marketing strategies	105253L4	4	111
	Develop marketing plans	105254L4	5	112
	Implement marketing plans	105255L4	4	113
	Design marketing channels	105256L4	5	114
	Manage distribution channels	105257L4	6	115
	Use of brand-building tools	105258L4	5	116
	Select export facilities and services	105259L4	3	117
	Select import facilities and services	105260L4	3	118
	Formulate plan for exhibitions	105261L4	5	119
	Develop and implement promotion plans	105262L4	6	120
	Conduct product presentation	105263L4	3	121
	Develop product knowledge	105264L4	3	122
	Assess product performance	105265L4	5	123
	Provide recommendations to enhance or develop products	105266L4	4	124
	Formulate product development plans	105267L4	5	125
	Undertake design duties	105268L4	7	126
	Determine market acceptance	105269L4	5	127
	Co-ordinate manufacturing and design	105270L4	5	128
	Apply and comply with intellectual property	105271L4	5	129
	Enhance the appearance and structure of products	105272L4	6	130
	Formulate production plans	105273L4	5	131
	Manage production	105274L4	6	132
	Manage product claim and rejection	105275L4	4	133
	Implement product recalls	105276L4	4	134
	Formulate sales estimates of products	105277L4	4	135
	Manage sales teams	105278L4	6	136
	Train sales teams	105279L4	5	137
	Prepare contracts	105280L4	6	138
	Monitor contracts	105281L4	6	139
	Renew, terminate, and conclude contracts	105282L4	6	140
	Formulate procurement plans	105283L4	5	141
	Develop relationships with suppliers	105284L4	4	142

Competency Summary for Import and Export Industry

Functional Area: Sales and Merchandising

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
5	Conduct marketing research	105316L5	9	143
	Formulate marketing strategies	105317L5	8	144
	Make branding decisions	105318L5	7	145
	Select brand extension strategies	105319L5	7	146
	Develop products	105320L5	8	147
	Conduct contract negotiation	105321L5	6	148
	Establish policies and procurement procedures	105322L5	7	149
	Evaluate suppliers	105323L5	7	150
	Formulate purchasing strategies	105324L5	6	151
6	Formulate strategies for product development	105348L6	8	152

Competency Summary for Import and Export Industry

Functional Area: Operations Management

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
1	Understand import and export terminologies	105165L1	3	154
2	Apply workplace security procedures	105173L2	2	155
3	Monitor workplace security	105209L3	3	156
	Verify insurance certificates and policies or related documents	105210L3	3	157
	Use advanced English for business communications	105211L3	3	158
	Use advanced Putonghua for business communications	105212L3	3	159
	Demonstrate effective workplace communications	105213L3	3	160
4	Define project scope	105285L4	6	161
	Develop project implementation plans	105286L4	6	162
	Execute project and monitor project performance	105287L4	6	163
	Manage project closure	105288L4	5	164
	Implement and monitor risk management plans	105289L4	6	165
	Establish and implement security plans in workplace	105290L4	7	166
	Establish and monitor occupational safety and health procedures	105291L4	7	167
	Monitor international business performance	105292L4	6	168
	Design export tactics	105293L4	6	169
	Develop international sourcing tactics	105294L4	7	170
	Implement standard operating procedures	105295L4	5	171
	Develop and implement contingency plans	105296L4	6	172
	Compile claims reports	105297L4	5	173
5	Monitor compliance requirements	105325L5	7	174
	Avoid infringement of intellectual property	105326L5	5	175
	Measure loss exposures in conducting import and export activities	105327L5	7	176
	Select appropriate risk management techniques	105328L5	6	177
	Develop and review risk management plans	105329L5	7	178
	Develop and implement security plans for freight transport	105330L5	7	179
	Identify international business opportunities	105331L5	6	181
	Formulate strategies for currency risk	105332L5	7	182
	Formulate standard operating procedures	105333L5	6	183
6	Formulate international crisis management strategies	105349L6	9	184

Competency Summary for Import and Export Industry

Functional Area: Shipping Documents and Management

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
2	Handle electronic documents	105174L2	3	186
	Handle air freight documents	105175L2	3	187
	Handle sea freight documents	105176L2	3	188
	Compile transport documents	105177L2	3	189
	Arrange for customs declarations	105178L2	3	190
	Handle customs clearance procedures	105179L2	3	191
	Complete various kinds of computerised freight document templates	105180L2	3	192
3	Manage multimodal transport	105214L3	5	193
	Carry out freight cost calculations	105215L3	3	194
	Manage documents for special goods	105216L3	3	195
	Complete import/export documents	105217L3	3	196
	Verify the required proofs and documents	105218L3	3	197
	Apply specialist permit requirements for customs clearance	105219L3	3	198
	Classify commodities for import and export	105220L3	4	199
	Obtain licences for freight operations and make relevant administrative arrangements	105221L3	3	200
4	Manage import and export activities	105298L4	7	201
	Develop and implement e-commerce procedures	105299L4	6	202

Competency Summary for Import and Export Industry

Functional Area: Quality Management

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
3	Handle issues on quality of import and export services	105222L3	4	204
4	Use international standards to assure quality	105300L4	6	205
	Select measures to conduct performance analysis	105301L4	6	206
	Promote quality management in workplace	105302L4	5	207
	Conduct quality management audits	105303L4	6	208
	Formulate and implement performance pledges	105304L4	6	209
	Implement continuous process improvement	105305L4	5	210
5	Manage continuous process improvement	105334L5	7	211
	Develop and evaluate quality management training programmes	105335L5	7	212
	Develop quality management systems for product development	105336L5	8	213
	Establish benchmarks for continuous improvement	105337L5	7	214

Competency Summary for Import and Export Industry

Functional Area: Strategic Management

<u>Level</u>	<u>Name</u>	<u>Code</u>	<u>Credits</u>	<u>Page</u>
4	Assess environmental impacts of working procedures	105306L4	6	216
	Implement environmental protection procedures	105307L4	6	217
	Enhance awareness of environmental protection	105308L4	4	218
5	Conduct environmental audits	105338L5	9	219
	Formulate plans to implement company competitive strategy	105339L5	8	220
	Carry out business feasibility study for business development	105340L5	8	221
	Develop business plans	105341L5	7	222
	Formulate local operations strategies	105342L5	7	223
	Formulate regional operations strategies	105343L5	7	224
	Formulate human resources management strategies	105344L5	7	225
	Foster innovation in workplace	105345L5	5	226
6	Generate innovative ideas to develop new products/services	105350L6	8	227
	Formulate competitive strategy to enhance firm performance	105351L6	8	228
7	Formulate strategy for corporate development	105352L7	9	229

Chapter 4
Units of Competency:
List of Competencies for
Practitioners of the
Import and Export Industry

List of Competencies for Practitioners of Import and Export Industry

FunctionalArea QF level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 1		Arrange goods deliveries (3 Credits) 105164L1 (P. 57)		Understand import and export terminologies (3 Credits) 105165L1 (P. 154)			

List of Competencies for Practitioners of Import and Export Industry

FunctionalArea OE Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 2	Perform bookkeeping (4 Credits) 105166L2 (P. 33)	Identify and label explosive and dangerous goods (4 Credits) 105168L2 (P. 58)	Update customers with latest company news (3 Credits) 105172L2 (P. 95)	Apply workplace security procedures (2 Credits) 105173L2 (P. 155)	Handle electronic documents (3 Credits) 105174L2 (P. 186)		
	Handle trading and shipping documents (4 Credits) 105167L2 (P. 34)	Perform stock control procedures (4 Credits) 105169L2 (P. 59)			Handle air freight documents (3 Credits) 105175L2 (P. 187)		
		Carry out delivery operations (4 Credits) 105170L2 (P. 60)			Handle sea freight documents (3 Credits) 105176L2 (P. 188)		
		Implement goods security operations (4 Credits) 105171L2 (P. 61)			Compile transport documents (3 Credits) 105177L2 (P. 189)		
					Arrange for customs declarations (3 Credits) 105178L2 (P. 190)		

List of Competencies for Practitioners of Import and Export Industry

Functional Area OE Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 2					Handle customs clearance procedures (3 Credits) 105179L2 (P. 191)		
					Complete various kinds of computerised freight document templates (3 Credits) 105180L2 (P. 192)		

List of Competencies for Practitioners of Import and Export Industry

Functional Area QF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 3	Use financial statements to understand business operations (3 Credits) 105181L3 (P. 35)	Conduct goods receipt (3 Credits) 105185L3 (P. 62)	Provide customer service (2 Credits) 105198L3 (P. 96)	Monitor workplace security (3 Credits) 105209L3 (P. 156)	Manage multimodal transport (5 Credits) 105214L3 (P. 193)	Handle issues on quality of import and export services (4 Credits) 105222L3 (P. 204)	
	Handle petty cash (2 Credits) 105182L3 (P. 36)	Determine goods storage locations (3 Credits) 105186L3 (P. 63)	Review shipping and payment terms in international trade (4 Credits) 105199L3 (P. 97)	Verify insurance certificates and policies or related documents (3 Credits) 105210L3 (P. 157)	Carry out freight cost calculations (3 Credits) 105215L3 (P. 194)		
	Handle trading payments (4 Credits) 105183L3 (P. 37)	Execute goods labelling and packaging (4 Credits) 105187L3 (P. 64)	Evaluate on the use of export credit insurance (4 Credits) 105200L3 (P. 98)	Use advanced English for business communications (3 Credits) 105211L3 (P. 158)	Manage documents for special goods (3 Credits) 105216L3 (P. 195)		
	Handle commercial invoices and receipt of payments (4 Credits) 105184L3 (P. 38)	Handle dangerous goods/hazardous substances (4 Credits) 105188L3 (P. 65)	Review insurance policy in international trade (4 Credits) 105201L3 (P. 99)	Use advanced Putonghua for business communications (3 Credits) 105212L3 (P. 159)	Complete import/export documents (3 Credits) 105217L3 (P. 196)		
		Carry out stock-taking (4 Credits) 105189L3 (P. 66)	Display products and samples (2 Credits) 105202L3 (P. 100)	Demonstrate effective workplace communications (3 Credits) 105213L3 (P. 160)	Verify the required proofs and documents (3 Credits) 105218L3 (P. 197)		

List of Competencies for Practitioners of Import and Export Industry

Functional Area QF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 3		Implement integrated logistics support (3 Credits) 105190L3 (P. 67)	Issue product design briefs (2 Credits) 105203L3 (P. 101)		Apply specialist permit requirements for customs clearance (3 Credits) 105219L3 (P. 198)		
		Use basic statistics in workplace (2 Credits) 105191L3 (P. 68)	Prepare proposals on product design projects (2 Credits) 105204L3 (P. 102)		Classify commodities for import and export (4 Credits) 105220L3 (P. 199)		
		Co-ordinate goods loading/unloading operations (2 Credits) 105192L3 (P. 69)	Develop product specification and product sample (4 Credits) 105205L3 (P. 103)		Obtain licences for freight operations and make relevant administrative arrangements (3 Credits) 105221L3 (P. 200)		
		Complete documentation in compliance with regulatory requirements (2 Credits) 105193L3 (P. 70)	Produce quality control reports (3 Credits) 105206L3 (P. 104)				
		Co-ordinate warehouse operations (3 Credits) 105194L3 (P. 71)	Perform selling of products (3 Credits) 105207L3 (P. 105)				

List of Competencies for Practitioners of Import and Export Industry

Functional Area QF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 3		Co-ordinate fleet operations (4 Credits) 105195L3 (P. 72)	Develop sales plans (3 Credits) 105208L3 (P. 106)				
		Organise goods receipt/dispatch/export (5 Credits) 105196L3 (P. 73)					
		Implement emergency response procedures (3 Credits) 105197L3 (P. 74)					

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4	Manage financial plans (6 Credits) 105223L4 (P. 39)	Establish and implement storage procedures for dangerous goods/hazardous (5 Credits) 105237L4 (P. 75)	Develop relationship with customers (4 Credits) 105249L4 (P. 107)	Define project scope (6 Credits) 105285L4 (P. 161)	Manage import and export activities (7 Credits) 105298L4 (P. 201)	Use international standards to assure quality (6 Credits) 105300L4 (P. 205)	Assess environmental impacts of working procedures (6 Credits) 105306L4 (P. 216)
	Provide accurate estimates to develop budgets (6 Credits) 105224L4 (P. 40)	Implement freight safety standards for dangerous goods/hazardous substances (4 Credits) 105238L4 (P. 76)	Manage customer service (6 Credits) 105250L4 (P. 108)	Develop project implementation plans (6 Credits) 105286L4 (P. 162)	Develop and implement e-commerce procedures (6 Credits) 105299L4 (P. 202)	Select measures to conduct performance analysis (6 Credits) 105301L4 (P. 206)	Implement environmental protection procedures (6 Credits) 105307L4 (P. 217)
	Monitor budgets (5 Credits) 105225L4 (P. 41)	Plan and design inventory control procedures (5 Credits) 105239L4 (P. 77)	Handle complaints on product and service quality (3 Credits) 105251L4 (P. 109)	Execute project and monitor project performance (6 Credits) 105287L4 (P. 163)		Promote quality management in workplace (5 Credits) 105302L4 (P. 207)	Enhance awareness of environmental protection (4 Credits) 105308L4 (P. 218)
	Review budgets (4 Credits) 105226L4 (P. 42)	Review inventory plans (4 Credits) 105240L4 (P. 78)	Review quality of customer service (5 Credits) 105252L4 (P. 110)	Manage project closure (5 Credits) 105288L4 (P. 164)		Conduct quality management audits (6 Credits) 105303L4 (P. 208)	
	Compile financial reports (5 Credits) 105227L4 (P. 43)	Ascertain customer transport requirements (3 Credits) 105241L4 (P. 79)	Implement marketing strategies (4 Credits) 105253L4 (P. 111)	Implement and monitor risk management plans (6 Credits) 105289L4 (P. 165)		Formulate and implement performance pledges (6 Credits) 105304L4 (P. 209)	

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4	Conduct financial feasibility analysis (6 Credits) 105228L4 (P. 44)	Assess the logistics needs of different import/export transport modes (5 Credits) 105242L4 (P. 80)	Develop marketing plans (5 Credits) 105254L4 (P. 112)	Establish and implement security plans in workplace (7 Credits) 105290L4 (P. 166)		Implement continuous process improvement (5 Credits) 105305L4 (P. 210)	
	Provide business advice on taxes and duties for international trade (5 Credits) 105229L4 (P. 45)	Develop integrated logistics support plans (6 Credits) 105243L4 (P. 81)	Implement marketing plans (4 Credits) 105255L4 (P. 113)	Establish and monitor occupational safety and health procedures (7 Credits) 105291L4 (P. 167)			
	Plan resource requirements (4 Credits) 105230L4 (P. 46)	Monitor performance of logistics service providers (4 Credits) 105244L4 (P. 82)	Design marketing channels (5 Credits) 105256L4 (P. 114)	Monitor international business performance (6 Credits) 105292L4 (P. 168)			
	Identify cost of products (4 Credits) 105231L4 (P. 47)	Apply quarantine procedures (4 Credits) 105245L4 (P. 83)	Manage distribution channels (6 Credits) 105257L4 (P. 115)	Design export tactics (6 Credits) 105293L4 (P. 169)			
	Execute costing in import and export (4 Credits) 105232L4 (P. 48)	Monitor warehouse operations (4 Credits) 105246L4 (P. 84)	Use of brand-building tools (5 Credits) 105258L4 (P. 116)	Develop international sourcing tactics (7 Credits) 105294L4 (P. 170)			

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4	Master cost and price estimation of new products (6 Credits) 105233L4 (P. 49)	Organise goods operations (3 Credits) 105247L4 (P. 85)	Select export facilities and services (3 Credits) 105259L4 (P. 117)	Implement standard operating procedures (5 Credits) 105295L4 (P. 171)			
	Manage cost deviation (5 Credits) 105234L4 (P. 50)	Manage security of assets and facilities (4 Credits) 105248L4 (P. 86)	Select import facilities and services (3 Credits) 105260L4 (P. 118)	Develop and implement contingency plans (6 Credits) 105296L4 (P. 172)			
	Conduct profit and cost analysis (6 Credits) 105235L4 (P. 51)		Formulate plan for exhibitions (5 Credits) 105261L4 (P. 119)	Compile claims reports (5 Credits) 105297L4 (P. 173)			
	Conduct cost review upon project completion (4 Credits) 105236L4 (P. 52)		Develop and implement promotion plans (6 Credits) 105262L4 (P. 120)				
			Conduct product presentation (3 Credits) 105263L4 (P. 121)				

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4			Develop product knowledge (3 Credits) 105264L4 (P. 122)				
			Assess product performance (5 Credits) 105265L4 (P. 123)				
			Provide recommendations to enhance or develop products (4 Credits) 105266L4 (P. 124)				
			Formulate product development plans (5 Credits) 105267L4 (P. 125)				
			Undertake design duties (7 Credits) 105268L4 (P. 126)				

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4			Determine market acceptance (5 Credits) 105269L4 (P. 127)				
			Co-ordinate manufacturing and design (5 Credits) 105270L4 (P. 128)				
			Apply and comply with intellectual property (5 Credits) 105271L4 (P. 129)				
			Enhance the appearance and structure of products (6 Credits) 105272L4 (P. 130)				
			Formulate production plans (5 Credits) 105273L4 (P. 131)				

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4			Manage production (6 Credits) 105274L4 (P. 132)				
			Manage product claim and rejection (4 Credits) 105275L4 (P. 133)				
			Implement product recalls (4 Credits) 105276L4 (P. 134)				
			Formulate sales estimates of products (4 Credits) 105277L4 (P. 135)				
			Manage sales teams (6 Credits) 105278L4 (P. 136)				

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4			Train sales teams (5 Credits) 105279L4 (P. 137)				
			Prepare contracts (6 Credits) 105280L4 (P. 138)				
			Monitor contracts (6 Credits) 105281L4 (P. 139)				
			Renew, terminate, and conclude contracts (6 Credits) 105282L4 (P. 140)				
			Formulate procurement plans (5 Credits) 105283L4 (P. 141)				

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 4			Develop relationships with suppliers (4 Credits) 105284L4 (P. 142)				

List of Competencies for Practitioners of Import and Export Industry

Functional Area QF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 5	Conduct financial planning assessment (7 Credits) 105309L5 (P. 53)	Plan and design receiving and putaway process in warehouse operations (7 Credits) 105311L5 (P. 87)	Conduct marketing research (9 Credits) 105316L5 (P. 143)	Monitor compliance requirements (7 Credits) 105325L5 (P. 174)		Manage continuous process improvement (7 Credits) 105334L5 (P. 211)	Conduct environmental audits (9 Credits) 105338L5 (P. 219)
	Manage cash flow (7 Credits) 105310L5 (P. 54)	Plan and design order picking and shipping process in warehouse operations (8 Credits) 105312L5 (P. 88)	Formulate marketing strategies (8 Credits) 105317L5 (P. 144)	Avoid infringement of intellectual property (5 Credits) 105326L5 (P. 175)		Develop and evaluate quality management training programmes (7 Credits) 105335L5 (P. 212)	Formulate plans to implement company competitive strategy (8 Credits) 105339L5 (P. 220)
		Design material flow and warehouse layout in warehouse operations (8 Credits) 105313L5 (P. 89)	Make branding decisions (7 Credits) 105318L5 (P. 145)	Measure loss exposures in conducting import and export activities (7 Credits) 105327L5 (P. 176)		Develop quality management systems for product development (8 Credits) 105336L5 (P. 213)	Carry out business feasibility study for business development (8 Credits) 105340L5 (P. 221)
		Design warehouse sizing (8 Credits) 105314L5 (P. 90)	Select brand extension strategies (7 Credits) 105319L5 (P. 146)	Select appropriate risk management techniques (6 Credits) 105328L5 (P. 177)		Establish benchmarks for continuous improvement (7 Credits) 105337L5 (P. 214)	Develop business plans (7 Credits) 105341L5 (P. 222)
		Manage security of storage facilities (8 Credits) 105315L5 (P. 91)	Develop products (8 Credits) 105320L5 (P. 147)	Develop and review risk management plans (7 Credits) 105329L5 (P. 178)			Formulate local operations strategies (7 Credits) 105342L5 (P. 223)

List of Competencies for Practitioners of Import and Export Industry

Functional Area QF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 5			Conduct contract negotiation (6 Credits) 105321L5 (P. 148)	Develop and implement security plans for freight transport (7 Credits) 105330L5 (P. 179)			Formulate regional operations strategies (7 Credits) 105343L5 (P. 224)
			Establish policies and procurement procedures (7 Credits) 105322L5 (P. 149)	Identify international business opportunities (6 Credits) 105331L5 (P. 181)			Formulate human resources management strategies (7 Credits) 105344L5 (P. 225)
			Evaluate suppliers (7 Credits) 105323L5 (P. 150)	Formulate strategies for currency risk (7 Credits) 105332L5 (P. 182)			Foster innovation in workplace (5 Credits) 105345L5 (P. 226)
			Formulate purchasing strategies (6 Credits) 105324L5 (P. 151)	Formulate standard operating procedures (6 Credits) 105333L5 (P. 183)			

List of Competencies for Practitioners of Import and Export Industry

FunctionalArea OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 6	Formulate financial plans (9 Credits) 105346L6 (P. 55)	Manage goods security (8 Credits) 105347L6 (P. 92)	Formulate strategies for product development (8 Credits) 105348L6 (P. 152)	Formulate international crisis management strategies (9 Credits) 105349L6 (P. 184)			Generate innovative ideas to develop new products/services (8 Credits) 105350L6 (P. 227)
							Formulate competitive strategy to enhance firm performance (8 Credits) 105351L6 (P. 228)

List of Competencies for Practitioners of Import and Export Industry

Functional Area OF Level	Finance	Warehousing and Logistics	Sales and Merchandising	Operations Management	Shipping Documents and Management	Quality Management	Strategic Management
Level 7							Formulate strategy for corporate development (9 Credits) 105352L7 (P. 229)

Chapter 4
Units of Competency:

**Competencies for Practitioners
of the Import and Export Industry**

Functional Area:
Finance

Unit of Competency

Functional Area: Finance

Title	Perform bookkeeping
Code	105166L2
Range	This unit of competency is applicable to practitioners in import and export industry to carry out bookkeeping functions.
Level	2
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe the principles of bookkeeping <ul style="list-style-type: none"> • Describe the routine business transactions and day-to-day record keeping • Describe the procedures for bookkeeping 2. Post transaction data <ul style="list-style-type: none"> • Book keep all financial transactions accurately into appropriate accounts including accruals and reversals • Balance all transactions incurred within the accounting period • Process and update the financial statements according to the company's guidelines 3. Maintain reliability and integrity of accounting records <ul style="list-style-type: none"> • Use correct general ledger account to post transactions • Verify data entry and correct all erroneous transactions • Verify information listed on the financial reports and take corrective actions if required • Retain relevant documents (e.g. journal vouchers, purchase orders, payroll charges, and vendor invoices) in an accessible location in compliance with the company's policies and external regulations
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of carrying out bookkeeping functions • Capable of maintaining reliability and integrity of accounting records
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Handle trading and shipping documents
Code	105167L2
Range	This unit of competency is applicable to practitioners in the import and export industry to handle trading procedures and documents effectively and make the freight process smoother.
Level	2
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Basic knowledge of procedures and documents for settlement of trading payment <ul style="list-style-type: none"> • Describe different modes of settlement of trading payment, such as letter of credit (L/C) and collections, etc. • Describe the importance of transport documents to settlement of trading payment, such as clean bill of lading and packing list, etc. • Describe the types and functions of shipping documents, financial documents, business documents and official documents, and their relationship • Describe the settlement process of trading payment, and the role of its participants • Describe the role of banks in import and export operations, and the operations of a bank as a consignee and its relationship with the buyer • Describe the financial issues that may be caused by delay in the logistics operations 2. Application of the basic knowledge of trading procedures and documents in goods delivery <ul style="list-style-type: none"> • Obtain and study financial documents, such as L/C copy for reference • Check whether the import, export or re-export permit and other documents meet relevant requirements • Inform the relevant parties and make remedies if the logistics arrangements have changed and do not comply with the L/C • Check the validity of the L/C or other financial documents and provide appropriate freight service • Handle procedures relevant to delivery of goods without the bill of lading and exceptional arrangement for delivery • Handle procedures for delivery of goods without the presentation of the original bill of lading but with company or bank guarantee • Arrange appropriate and freight documents according to the requirements of the financial documents • Respond to customers' enquiries related to freight service and payment settlement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of handling trading and freight documents in accordance with financial arrangements or payment settlement methods
Remark	This UoC is adapted from the Logistics UoC LOSAIE204A

Unit of Competency**Functional Area: Finance**

Title	Use financial statements to understand business operations
Code	105181L3
Range	This unit of competency is applicable to practitioners in the import and export industry to use financial statements to understand business operations of the company and interpret the financial position of the company.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of financial reports <ul style="list-style-type: none"> • Explain the objectives of using financial reports and the concepts of financial management • Describe the standards and regulations of financial reporting • Name the commonly used vocabularies and specific terms of import and export business 2. Use the financial statements to manage the business operations of the company <ul style="list-style-type: none"> • Use components of income statement (e.g., gross revenue from sales, cost of goods sold, gross profit, operating expenses, operating profit, other income and expenses, net profit before taxes, and net profit after taxes) to understand the revenue sources and business expenses of the company • Use balance sheet to understand the components of the equity of the company (e.g., current assets, fixed assets, current liabilities, long-term liability, and owner's equity) • Use cash-flow statement to understand revenue sources of the expenses, and interpret the actual level of cash flowing into and out of the business
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of understanding financial reports or financial statement in the import and export industry • Capable of using relevant financial statements to understand the business operations and interpret the actual level of cash flowing into and out of the business
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Handle petty cash
Code	105182L3
Range	This unit of competency is applicable to practitioners in the import and export industry to handle petty cash.
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe the process of petty cash <ul style="list-style-type: none"> • Describe petty cash policies and procedures • Describe the charge items 2.1. Process request <ul style="list-style-type: none"> • Follow approval and handling procedures upon receipt of a request for disbursement • Verify receipts and enter the details (e.g., date, description, and amount) • Pay the requested petty cash and have the applicant acknowledge the receipt of cash • Record the "Ending Cash on Hand" 2.2. Replenish and record transactions <ul style="list-style-type: none"> • Count all remaining petty cash • Total all receipts and record the "Detail of Receipts and Reconciliation" • Check and balance transactions according to company procedures • Obtain approval from relevant personnel to replenish petty cash if required • Complete a journal entry to record the outflow and inflow of petty cash
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of processing petty cash request • Capable of replenishing petty cash and recording transactions
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Handle trading payments
Code	105183L3
Range	This unit of competency is applicable to practitioners in import and export industry to handle documentation for settling trading payments
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Describe the procedure of settling trading payments</p> <ul style="list-style-type: none"> • Describe different modes of settlement of trading payment, such as Letter of Credit (L/C), Documentary Collections (D/P, D/A), Telegraphic Transfer (T/T), Open Account (O/A), Factoring (for D/A or O/A financing) and Forfaiting (for capital goods financing) • Describe the importance of transport documents to facilitate smooth payment, including clean Ocean Bill of Lading (OBL), Forwarder Bill of Lading (FBL), Sea Waybill (SWB), Air Waybill (AWB), Forwarder Cargo Receipt (FCR) and Railway Cargo Receipt (RCR) • Describe the types and functions of Commercial Documents, Transport Documents, Financial Documents, and Governmental or Official Documents, and their preparations and/or applications, as well as the relationships among different documents • Describe the payment process, such as the flow of payment by L/C, D/P, D/A, T/T, O/A, and the individual role of each participant • Describe the roles of banks in a L/C transaction, and the operation of Issuing Bank acting as Consignee (e.g. B/L is consigned 'To order of Issuing Bank') and their relationships with both buyer and seller under L/C payment • Describe the financial issues of inefficient funds flows that are caused by delay, inaccurate documentations, and reduced or refused payment <p>2. Handle documentation for settling trading payments</p> <ul style="list-style-type: none"> • Obtain a copy of Sales Contract or Purchase Order • Check the term of payment, and urge customers to issue L/C through their bank (for L/C only) • Obtain an original L/C from Advising Bank and make a copy to initiate necessary jobs • Check the terms and conditions of L/C against Sales Contract or Purchase Order • Request customers to immediately arrange appropriate amendments of L/C to correct any deviations from terms and conditions of Sales Contract or Purchase Order • Obtain original amendments of L/C from Advising Bank • Follow up the production status of concerned goods and co-ordinate with Merchandiser or designated independent Surveyor for inspection arrangement • Apply required type of Certificate of Origin or GSP (Generalised System of Preferences) Form A from Trade and Industry Department or any one of the Five Chambers of Commerce in Hong Kong, or relevant competent authority in Mainland China • Contact customer nominated or self-chosen Carrier (Shipping Company, Freight Forwarder, or Third Party Logistics Company) to book shipping or airfreight space and prepare Shipping Order or Shipper's Instruction for the Dispatching of Goods by Air • Arrange the coverage of good insurance • Check whether a necessary license or permit (for Prohibited Article or Dutiable Commodity) is required • Contact Transportation Company to deliver goods from factory to container terminal (by container haulage) or CFS (Container Freight Station) warehouse (by trucking) • Inform the Carrier of any problems of good delivery such as late arrival, postponement to next voyage, or cancellation of booking due to the possible change of logistic arrangements, and persuade customers to arrange necessary amendment of L/C to reflect such change in due course so as to avoid non-compliance with the L/C • Obtain electronic Terminal Receipt (eTR) or paper Mate's Receipt to exchange original Bills of Lading (Bs/L) from the Carrier or request Telex Release (under special agreement with the customer) • Send Shipment Advice and respond to customer's enquiries relating to freight details • Prepare all required documents to be presented to Negotiating Bank for 'Negotiation under Documentary Credit'
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of handling documentation for settling trading payments
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Handle commercial invoices and receipt of payments
Code	105184L3
Range	This unit of competency is applicable to practitioners in import and export industry to handle commercial invoices and receipt of payments
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge relevant to payments for import and export <ul style="list-style-type: none"> • Describe different modes of settlement of trading payment, e.g., Letter of Credit (L/C), Documentary Collections (D/P, D/A), Telegraphic Transfer (T/T), Open Account (O/A), Factoring (for D/A or O/A financing) , and Forfaiting (for capital goods financing) • Describe payment vouchers 2.1. Prepare commercial invoices <ul style="list-style-type: none"> • Prepare Commercial Invoice stating the description of goods, which must correspond to that appearing in the L/C • Check and authorise Commercial Invoice by a signatory at an appropriate level • Record and file Commercial Invoice in accordance with company policy 2.2. Handle documentation processes <ul style="list-style-type: none"> • Check if payment is received • Raise outstanding debt against unpaid Commercial Invoice • Create Debtor's ledger on the Balance Sheet • Follow up outstanding account according to company policies • Cross-check statements at required intervals • Forward Payment Reminder to customer in accordance with company policies 2.3. Process receipts of payments <ul style="list-style-type: none"> • Register payment already received • Forward Receipt to customers if necessary • File copies of Commercial Invoices according to company regulations for audit purposes
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of preparing commercial invoices • Capable of handling documentation processes and processing receipts of payments
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Manage financial plans
Code	105223L4
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of applying communication skills, numeracy skills, and a range of financial knowledge to implement, monitor, and review financial plans.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant skills to implement financial plans <ul style="list-style-type: none"> • Possess well developed communication skills to determine work requirement and liaise with relevant internal and external stakeholders • Employ a range of management skills in compliance with company policies and procedures • Use relevant tools (e.g. hedging) to offset potential losses (e.g., credit risks, currency risk, interest rate risks) • Use a range of financial knowledge (e.g., financial planning documentation requirements, forecasting techniques, methods of presenting financial data, and procedures to conduct internal audits) to implement financial plans 2. Implement financial plan <ul style="list-style-type: none"> • Prioritise financial objectives, such as expected sales, expected income, and expenditure • Establish a time line for the completion of objectives • Identify the required resources and allocate them to relevant parties • Provide training or coaching to team members when required • Lay out the expectations (e.g. expected revenue and expected saving in expenses) and develop performance indicators to measure success • Assign relevant personnel to control and monitor the progress • Collect negative and positive feedbacks 3. Monitor and review the implementation of financial plans <ul style="list-style-type: none"> • Monitor the implementation progress to ensure the plan meets its pre-determine objectives • Review progress on a regular basis and modify implementation actions if necessary • Document the implementation actions and evaluate the results
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of demonstrating relevant skills to implement financial plan • Capable of reviewing the implementation plan and making modifications if required
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Provide accurate estimates to develop budgets
Code	105224L4
Range	This unit of competency is applicable to the development of different kinds of budget in the import and export industry, and involves the capability to identify information relevant for budget planning as well as to develop the required business budget.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of budget planning <ul style="list-style-type: none"> • Describe the different categories of budget (e.g., cash flow budget, revenue budget, and expenditure budget) • Employ a range of budgeting techniques (e.g., internal rate of return, profitability index, present value of multiple cash flows, and payback period) to develop budgets 2.1. Identify required financial data and information to prepare a budget <ul style="list-style-type: none"> • Identify the current resources • Identify the resources requirements of the business plan 2.2. Develop a financial budget <ul style="list-style-type: none"> • Identify the business goals • Review documents, such as income statement, balance sheet, assets, liabilities, and projection of cash flow • Define the costs involved in each of the business goals and analyse the resource requirements • Estimate the level of risk of cash flows • Develop budgetary estimates based on historical data and forecast information • Present a budget plan according to industry standards 3. Provide accurate estimates in budget development <ul style="list-style-type: none"> • Provide an accurate estimate of costs and revenues • Provide an accurate estimate of cash flow and provide recommendation to mitigate liquidity risk
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying required financial data and relevant information to prepare a budget • Capable of developing business budget according to industry standards • Capable of providing accurate estimates in budget development
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Monitor budgets
Code	105225L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the use of budget management to plan, evaluate, and monitor budgets.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of budget management <ul style="list-style-type: none"> • Describe the importance of budgeting (i.e., estimating and matching expenses to real or anticipated revenue) and the different categories of budget (e.g., sales budget, cash flow budget, marketing budget, project budget, revenue budget, and expenditure budget) • Employ a variety of skills to monitor budget 2.1. Plan for budget monitoring <ul style="list-style-type: none"> • Develop relevant frameworks to track business spending (e.g. capital adequacy, liquidity, and asset quality) and identify figures which deviate from planned level • Develop action plan to tackle deviation from budget and implement the action plan timely and efficiently 2.2. Evaluate budget plan <ul style="list-style-type: none"> • Estimate revenue and expenditure, and forecast necessary cash flow • Review budget plans, cost accounting procedures and other financial reports to ensure financial soundness • Review expenditure proposal to ensure compliance with the company's policies 3. Monitor budgets <ul style="list-style-type: none"> • Monitor operating budget by checking actual spending against budget • Identify and assess financial risks through conducting relevant analyses (e.g. ratio analysis, and cash flow budgeting) and report the results to relevant personnel • Report and analyse discrepancies spotted on actual spending against budget • Interpret and analyse accounting data and prepare budget monitoring reports for management review
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of planning for budget monitoring • Capable of evaluating a budget • Capable of monitoring a budget and preparing budget monitoring reports
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Review budgets
Code	105226L4
Range	unit of competency is applicable to practitioners in the import and export industry. It involves the application of the budget management skills to conduct budget review.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of budget management <ul style="list-style-type: none"> • Describe the importance of budgeting (i.e., estimating and matching expenses to real or anticipated revenue) • Apply the concept of control (i.e., a process of comparing actual performance against plan to identify deviation, evaluate possible alternatives, and take appropriate corrective actions) to review budgets 2. Conduct budget review process <ul style="list-style-type: none"> • Establish a baseline plan to identify key performance indicators for measuring performance • Measure progress and performance • Compare actual performance and against plan • Measure deviations from plan and determine if actions are necessary • Prepare status report to allow for proactive corrections on a regular basis 3. Review budgets and make adjustments <ul style="list-style-type: none"> • Conduct budget review to evaluate the performance • Identify possible corrective actions and evaluate alternatives • Make changes in the baseline plan or modify budgets if required according to company policies and procedures • Document the budget review process, deviations identified, and related actions taken
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting budget review • Capable of evaluating possible alternatives and taking appropriate corrective actions
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Compile financial reports
Code	105227L4
Range	This unit of competency is applicable to practitioners to collect relevant financial information and to perform financial reporting in the import and export industry.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of financial reports <ul style="list-style-type: none"> • Describe the objectives of using financial reports and the concepts of financial management • Describe the format and the objectives of financial reports (e.g., financial statements, internal audit reports, risk and return analysis reports, and financial budget reports) • Describe the standards and regulations of financial reporting • Understand the commonly used vocabularies and specific terms of import and export business 2. Prepare financial reports <ul style="list-style-type: none"> • Collect all relevant information about the financial position, performance, and change in financial position of the company • Use appropriate report format to compile financial reports or financial statements to present all relevant financial information in a structured manner. Examples include: <ul style="list-style-type: none"> • Statement of financial position (i.e., balance sheet) to report on the company's assets, liabilities, and ownership equity • Statement of comprehensive income (i.e., profit and loss statement) to provide information on the operations of the company • Statement of changes in equity to explain the change of the equity of the company • Statement of cash flow to report on the cash flow activities of the company 3. Present financial reports in appropriate formats <ul style="list-style-type: none"> • Use charts and graphs appropriately to present the contents of the financial information • Compile the financial reports with summary of account data for the period, background notes and other related information
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of understanding the required format, standards and regulations of financial reporting in import and export industry • Capable of compiling financial reports applicable to the import and export industry
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Conduct financial feasibility analysis
Code	105228L4
Range	This unit of competency involves the use of appropriate tools to conduct financial feasibility analysis to facilitate financial decision making in an import and export company.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of financial feasibility analysis <ul style="list-style-type: none"> • Describe the purposes of financial feasibility analysis and the key factors affecting financial decisions (e.g., expected return, and expected risk) • Use relevant tools or methods to evaluate expected return (e.g., net present value methods, rate of return methods, ratio methods, and payback methods) • Use the tools of risk analysis to conduct feasibility analysis 2. Conduct financial feasibility study <ul style="list-style-type: none"> • Identify the scope of the study • Consider the importance of qualitative judgments • Evaluate the reliability and validity of data • Evaluate the limitations of the tools • Estimate the total capital requirements • Estimate equity and credit needs • Budget expected costs and returns of various alternatives • Conduct risk analysis by using systemic approaches to identify risk, evaluate the probability of the threat being realised, and assess the impact 3. Present financial feasibility reports with appropriate information <ul style="list-style-type: none"> • Provide financial feasibility reports with detailed information on (1) the evaluation on the financial condition and operating performance of the company, (2) forecasting its future condition and performance, (3) cost effective approaches to eliminating risk
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting financial feasibility study to evaluate expected return and expected risk • Capable of providing financial feasibility reports to facilitate financial decision making
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Provide business advice on taxes and duties for international trade
Code	105229L4
Range	This unit of competency applies to practitioners in international trade activities with a broad knowledge of taxes and duties to provide relevant business advice in accordance with relevant regulatory requirements.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge in taxes and duties <ul style="list-style-type: none"> • Describe relevant taxes and duties (e.g., goods and service tax, duties and tariffs for import goods) • Employ a range of skills and knowledge to calculate to international taxes and duties 2. Calculate taxes and duties <ul style="list-style-type: none"> • Identify the components involved in global business transactions • Calculate taxes and duties on international trade • Check accuracy of calculations 3. Provide business advice <ul style="list-style-type: none"> • Prepare business advice based on the results of calculations according to industry standards • Verify the calculations for accuracy • Provide business advice on taxes and duties to meet customer requirements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of assessing relevant information on taxes and duties • Capable of calculating taxes duties • Capable of providing business advice on taxes and duties in required format
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Plan resource requirements
Code	105230L4
Range	This unit of competency is applicable to practitioners in import and export industry to plan resource requirements for the effective and efficient deployment of resources when they are needed.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of resource management <ul style="list-style-type: none"> • Use the skills of resource management to plan resource requirements • Describe the tools for allocating resources • Describe the inputs and outputs of resource planning 2. Conduct resource requirement planning <ul style="list-style-type: none"> • Forecast the market demand and estimate expected revenue • Provide budget on the resources involved • Examine the availability of resources • Use relevant resource allocation tools to show the sequence of activities needed to complete and the time or cost associated with each activity • Compare how alternative actions might impact scheduling and costs • Identify possible bottlenecks and shift resources as necessary 3. Provide plan to acquire resources <ul style="list-style-type: none"> • Develop a list of steps to acquire and deploy required resources • Establish review process to ensure the efficient and effective allocation of resources
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying relevant tools to conduct resource requirement analysis • Capable of developing a list of steps to acquire and deploy required resources • Capable of planning the review process to ensure continuous improvement in organisation's resource allocations
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Identify cost of products
Code	105231L4
Range	This unit of competency is applicable to practitioners in import and export industry to estimate the costs of products for decision makers.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe cost estimation <ul style="list-style-type: none"> • Conduct analysis on the elements of costs (e.g., direct costs, indirect costs, and overhead cost) to estimate costs of products • Describe the cost-estimating approaches (e.g., top-down approach and bottom up approach) 2. Estimate costs <ul style="list-style-type: none"> • Determine the activities (e.g., product delivery involves activities to process customer order, produce or source the product, perform quality check, arrange product packing, and deliver product to customers) • Select the appropriate cost estimation methods (e.g., consensus methods, ratio methods, apportion methods, template methods, range estimating) • Estimate costs of products • Present the results to facilitate decision makers in allocating resources 3. Compare actual costs against estimated costs <ul style="list-style-type: none"> • Collect data to compare the actual cost against estimated cost • Identify the variation • Take corrective action to eliminate the variation (if required)
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying appropriate cost estimation methods to estimate cost of products • Capable of presenting cost estimation to facilitate the decision maker in allocating resources
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Execute costing in import and export
Code	105232L4
Range	This unit of competency is applicable to practitioners in the import and export industry in executing cost analysis in the value chain.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe relevant cost analysis methods <ul style="list-style-type: none"> • Employ relevant cost analysis methods to conduct cost analysis • Apply the concept of value chain (i.e., the set of activities and resources necessary to create and deliver the product or service) in conducting cost analysis 2.1. Select relevant tools for cost accounting <ul style="list-style-type: none"> • Identify the commonly used cost analysis methods to manage cost over a value chain (e.g., activity-based management) • Select the appropriate tools by using criteria, such as (i) minimise resource consumption at all points of the value chain, and (ii) provide the products desired by the customers at competitive price 2.2. Conduct cost analysis <ul style="list-style-type: none"> • Identify the activities involved in the value chain • Create an associated activity cost pool to the products • Identify an activity measure • Create the cost per unit of activity
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of selecting appropriate tools for cost accounting • Capable of conducting cost analysis
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Master cost and price estimation of new products
Code	105233L4
Range	This unit of competency is applicable to practitioners in the import and export industry to establish target price and conduct cost analysis of new products.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe the use of materials and work process of new products <ul style="list-style-type: none"> • Apply relevant tools in costing of new product development (e.g., target costing) in estimating costs • Use the target cost formula (e.g., target cost = target price – profit margin) to calculate target cost 2.1. Establish target price <ul style="list-style-type: none"> • Planning and market analysis <ul style="list-style-type: none"> • Identify and document customer niche • Evaluate competitors and their potential reactions • Concept development <ul style="list-style-type: none"> • Identify customer requirements • Testing and reformulate product to meet customer needs 2.2. Attain target cost <ul style="list-style-type: none"> • Production design <ul style="list-style-type: none"> • Use value engineering to determine the least production cost to produce the product desired by customers • Production and continuous improvement <ul style="list-style-type: none"> • Use continuous improvement process to produce product to attain target cost 2.3. Conduct target costing analysis <ul style="list-style-type: none"> • Identify the target price through interaction with customers • Determine the acceptable profit margin for the product • Compute the target cost (i.e., difference between target price and profit margin, and compare the results with the cost of resources to create and produce the product
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of establishing target price and attaining target cost • Capable of conducting target costing analysis
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Manage cost deviation
Code	105234L4
Range	This unit of competency is applicable to practitioners in the import and export industry to identify cost variance and manage cost deviation.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe cost monitoring process <ul style="list-style-type: none"> • Use cost monitoring process to identify cost variance • Use principles of cost monitoring to handle cost deviation 2.1. Identify cost variance <ul style="list-style-type: none"> • Estimate standard cost (i.e., per-unit cost expected to be incurred under normal operating conditions) for various accounts • Estimate actual cost for various accounts (including actual quantity and cost) • Identify the cost variance (i.e., differences between actual and standard input prices and quantity) • Alert top management when the unfavourable variance (i.e., actual cost exceeds standard cost) goes beyond the tolerant limit 2.2. Evaluate remedial action <ul style="list-style-type: none"> • Identify and evaluate the causes of cost variance • Review and revise standard costs 3. Establish cost deviation procedure <ul style="list-style-type: none"> • Establish an effective cost deviation control system and cost deviation procedure • Integrate approved revised cost changes with other control mechanisms
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying cost variance • Capable of reviewing standard cost • Capable of handling cost deviation
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Conduct profit and cost analysis
Code	105235L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the application of managerial account to evaluate the adequacy of net income. It also extends to the establishment and management of the organisational performance measurement system.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe the tools of performance evaluation <ul style="list-style-type: none"> • Apply the principles of business performance measurement to conduct profit and cost analysis • Describe the role of accounting system in goal achievement • Describe the measures to evaluate business performance 2.1. Identify net income <ul style="list-style-type: none"> • Collect the information on revenue (e.g., net sales, and interested earned) • Collect the information on cost (e.g., cost of goods sold, selling expenses, general and administrative expenses, and interest expenses) • Calculate net income (i.e., revenue – cost) 2.2. Evaluate the adequacy of net income <ul style="list-style-type: none"> • Use relevant tools (e.g., return on investment, return on asset, and return on equity) to evaluate the profitability (i.e., differences between revenue and cost) • Evaluate the trend of business performance from year to year 2.3. Establish performance measurement system <ul style="list-style-type: none"> • Set strategic goals from different perspectives and identify measures to enhance business performance, e.g., <ul style="list-style-type: none"> • Financial perspective <ul style="list-style-type: none"> • Goal: improve shareholder perceptions • Measures: net income, return on investment (ROI), residual income (RI), and economic value added (EVA) • Customer perspective <ul style="list-style-type: none"> • Goal: increase orders from profitable customers • Measures: net income from profitable customers, and number of return customers • Growth perspective: <ul style="list-style-type: none"> • Goal: increase new product development • Measures: net sales from new products, and net income from new products 3. Manage performance measurement system <ul style="list-style-type: none"> • Develop performance improvement plans according to strategic goals • Reinforce excellence in performance through tools, such as recognition, reward mechanism, and continuous feedback • Provide support to implement measures to enhance business performance • Review performance measurement system and make adjustments if required • Document the review process
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying net income and evaluating profitability of a company • Capable of establishing a performance measurement system • Capable of managing a performance measurement system
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Conduct cost review upon project completion
Code	105236L4
Range	This unit of competency is applicable to practitioners in the import and export industry to conduct analysis on cost variance and review the project. It also involves the evaluation of project performance.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe project control <ul style="list-style-type: none"> • Employ relevant tools to measure project performance • Apply the concepts of project management to review projects 2.1. Measure and evaluate project performance <ul style="list-style-type: none"> • Set a baseline plan to provide the elements for measuring performance • Use quantitative tools to evaluate time performance (e.g., critical path) • Use tools, such as cost performance index ($CPI = EV/AC$) to evaluate financial performance 2.2. Conduct variance analysis <ul style="list-style-type: none"> • Calculate earned value (EV), i.e., budgeted cost of the work completed • Calculate actual cost (AC), i.e., actual cost of the work completed • Calculate cost variance (CV) of the project, i.e., $CV = EV - AC$ 3. Review project <ul style="list-style-type: none"> • Collect data to record the project history, performance, and lessons learned • Examine the causes of problems and successes • Provide recommendations to improve future projects • Document the review process
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of measuring and evaluating project performance • Capable of conducting analysis on cost variance • Capable of reviewing project
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Conduct financial planning assessment
Code	105309L5
Range	This unit of competency is applicable to practitioners in the import and export industry in conducting financial planning assessment as part of the process of ensuring sound financial position to support on-going business operations.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of needs assessment <ul style="list-style-type: none"> • Use a range of skills to conduct needs assessment as a planning process to determine and address the needs or gaps between current and desired conditions • Identify needs or gaps in financial planning 2.1. Compile relevant information to understand financial conditions <ul style="list-style-type: none"> • Collect financial data (e.g. revenue and expenditure) and other related information (e.g., trading partners, risk tolerance level and firm's performance indicators) to assess risk and financial conditions of company • Analyse information collected from various sources to identify the needs or gaps of the company 2.2. Examine needs in financial planning <ul style="list-style-type: none"> • Estimate the anticipated future revenue and expenditure of company based on the collected data • Determine desired financial conditions based on information, such as the quantitative financial data and the qualitative information collected • Identify the gap between current condition and desired condition 3. Present results and recommendations <ul style="list-style-type: none"> • Present written and oral reports on financial planning assessment to facilitate the company's financial planning processing and decision making, in the process of financial planning • Provide effective recommendation to achieve the desirable financial conditions
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of analysing information collected from various sources to conduct needs assessment • Capable of using relevant analytical tools to conduct needs assessment to facilitate financial planning • Capable of presenting financial results and providing effective recommendations to achieve desirable financial outcomes
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Manage cash flow
Code	105310L5
Range	The unit of competency is applicable to practitioners in the import and export industry to manage cash flow. The tasks involve conducting cash budget, using tactics to improve cash flow, and monitoring cash flow.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe cash flow management <ul style="list-style-type: none"> • Employ relevant the tools (e.g., cash budget) to manage cash flow • Apply the concepts of cash budget and cash flow management to improve cash flow 2.1. Conduct cash budget <ul style="list-style-type: none"> • Collect relevant information on future cash receipts and payment • Present the detailed expected cash flows month-by-month 2.2. Improve cash flow <ul style="list-style-type: none"> • Use tactics (e.g., collect receivables quickly) for one-time boosts to cash flow • Use tactics (e.g., reduce expenditures) to improve short-term cash flow • Use tactics (e.g., develop effective product mix) to improve long-term cash flow 3. Monitor cash flow <ul style="list-style-type: none"> • Obtain accurate and timely information on expected cash receipts and payment • Track daily cash receipts and payments to monitor cash movements • Take actions to control expenses against budget • Liaise with suppliers or vendors for favoured credit period
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting cash budget • Capable of using tactics to improve cash flow • Capable of monitoring cash flow
Remark	----

Unit of Competency**Functional Area: Finance**

Title	Formulate financial plans
Code	105346L6
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the formulation of financial plan and establishment of processes to manage financial risk at a company level.
Level	6
Credit	9 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of financial planning <ul style="list-style-type: none"> • Identify objectives of financial management • Critically review financial reports (e.g., balance sheet, profit and loss statement, cash flow statement, and ratio analysis) to formulate financial plans • Utilise a range of tools to conduct financial forecasting • Utilise tools of capital budgeting (e.g., principles of investment, net present value method, discounted payback period method, and internal rate of return) to formulate financial plans • Conduct risk analysis in international trade 2.1. Formulate financial plans <ul style="list-style-type: none"> • Analyse relevant financial information to understand the current financial status and determine the desired conditions • Conduct risk analysis to evaluate the level of risk involved in the current and desired conditions • Formulate capital budgeting and cost control strategy • Formulate strategies to allocate income to expenses (e.g., control income and expenditure, control inventory, and draw up credit policy) 2.2. Manage financial risk in international trade <ul style="list-style-type: none"> • Identify loss exposures or financial risk (e.g., commodity price risk, interest rate risk, and currency exchange rate risk) in international transactions • Measure and analyse the loss exposures • Select the appropriate combination of techniques from risk control (e.g., avoidance, loss prevention, and loss reduction) and risk financing (e.g., retention) • Implement and monitor the risk management programme 3. Develop and present financial plan in a professional context <ul style="list-style-type: none"> • Conduct financial analysis to assess the company's profitability, solvency, and stability accurately • Apply relevant methods to evaluate the company's past performance, future performance, and comparative performance (i.e., benchmarking with similar firms) • Produce coherent financial plan and present financial plan professionally
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating financial plan accurately • Capable of managing financial risk in international trade • Capable of producing and presenting financial plan professionally
Remark	----

Competencies for Practitioners of the Import and Export Industry

Functional Area

Warehousing and Logistics

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Arrange goods deliveries
Code	105164L1
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of arranging goods delivery according to relevant regulations (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
Level	1
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of arranging goods delivery <ul style="list-style-type: none"> • Describe relevant work requirements • Describe the type and characteristics of handling equipments • Describe relevant regulatory requirements • Describe workplace policy and procedures 2.1. Check and organise goods delivery <ul style="list-style-type: none"> • Inspect goods to assure that they meet all specified criteria with reference to workplace procedures (e.g., packaging of goods, and goods in good conditions) • Sort goods into groups in accordance with such sorting criteria as batch size and delivery schedule • Sort and handle goods which cannot be delivered in accordance with workplace procedures 2.2. Store goods for delivery <ul style="list-style-type: none"> • Use appropriate handling practices with equipment aids to sort and shift goods in according to relevant regulations (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations) • Identify delivery type and sort and identify groups of goods for delivery in appropriate areas 2.3. Maintain records <ul style="list-style-type: none"> • Complete required records or notices with reference to workplace requirements (e.g., count the goods quantity, record conditions of goods, and fill in delivery order) • Store and maintain records
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of inspecting and sorting goods for delivery • Capable of using appropriate equipment to sort and shift goods • Capable of completing required records or notices
Remark	This UoC is adapted from the Logistics UoC LOWHCT102A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Identify and label explosive and dangerous goods
Code	105168L2
Range	This unit of competency is applicable to practitioners in the import and export industry. 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).
Level	2
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of dangerous/explosive goods <ul style="list-style-type: none"> • Describe the type and characteristics of dangerous/explosive goods • State Dangerous Goods Code (DG Code) • Describe relevant regulatory requirements • Describe company policy and procedures 2.1. Assess dangerous/explosive goods <ul style="list-style-type: none"> • 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 2.2. Handle dangerous/explosive goods <ul style="list-style-type: none"> • Handle, load and unload identified dangerous/explosive goods • Use personal protective equipment when handling dangerous/explosive goods in accordance with goods 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 goods characteristics and subsidiary risk information when storing/loading dangerous/explosive goods 2.3. Label dangerous/explosive goods <ul style="list-style-type: none"> • 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 2.4. Complete documentation <ul style="list-style-type: none"> • Complete required documents
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • 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
Remark	This UoC is adapted from the Logistics UoC LOCUCT206A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Perform stock control procedures
Code	105169L2
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of applying basic knowledge of inventory management to perform stock control procedures. All activities should be performed with reference to relevant operating procedures, inventory management policies and procedures, and safety guidelines.
Level	2
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of stock control <ul style="list-style-type: none"> • Basic knowledge of inventory management and stock control • Describe the company's inventory policies and procedures • Describe relevant regulatory requirements including safety rules and working practices in handling and moving different categories of goods of different categories 2.1. Receive and process incoming goods <ul style="list-style-type: none"> • Maintain and organise the receiving bay • Apply handling equipments and tools to unpack goods • Remove and dispose of packing materials • Check and validate incoming goods against delivery orders and purchase orders • Inspect and record received items for variations, discrepancies, breakage, and quality • Apply code labels when required • Allocate location to store goods (both in and out) 2.2. Rotate stock <ul style="list-style-type: none"> • Carry out stock rotation • Carry out store code reporting and checking procedures • Place goods in storage • Maintain safe lifting, shifting and carrying 2.3. Maintain stock level <ul style="list-style-type: none"> • Record stock level on stock systems • Identify if any discrepancy in stock level • Perform physical count of goods • Update stock level on stock systems 2.4. Dispatch outgoing goods <ul style="list-style-type: none"> • Receive dispatch order from customer • Perform stock check against dispatch order • Follow up with customer if quantity is insufficient • Dispatch stock to appropriate area or department • Complete required documentation
Assessment Criteria	<p>The integrated outcomes requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying inventory policies and procedures to control stock • Capable of applying safe working practices to handle and transport stock • Capable of handling stocks and using equipments with reference to manufacturer instructions • Capable of receiving and processing incoming goods and dispatching outgoing goods • Capable of rotating stock
Remark	This UoC is adapted from the Logistics UoC LOCUCT210A

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Carry out delivery operations
Code	105170L2
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of performing tasks concerning the delivery of goods.
Level	2
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of delivery operations <ul style="list-style-type: none"> • Describe the procedure of delivery operations • Describe company policy and procedures • Describe workplace requirements and the relevant regulatory requirements to handle goods safely 2.1. Prepare to deliver goods <ul style="list-style-type: none"> • Identify and collect goods from specific locations • Sort goods into the route order • Handle goods in a manner that minimises the risk of damage • Identify special items • Organise goods into bundles and keep in delivery sequence • Secure goods 2.2. Deliver goods to specific route <ul style="list-style-type: none"> • Follow and apply established procedural guidelines when undertaking deliveries (e.g., check the goods quantity, marking, and conditions) • Deliver goods in specified sequence and in good condition • Complete deliveries according to agreed schedule • Keep goods secure to minimise risk of damage, loss, and theft • Deliver items requiring special treatment and complete relevant documents • Identify potential hazards associated with delivery 2.3. Report on delivery activities <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying, collecting, and sorting goods • Capable of delivering goods and reporting on delivery activities
Remark	This UoC is adapted from the Logistics UoC LOCUCT208A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Implement goods security operations
Code	105171L2
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of applying relevant knowledge of goods security to implement goods security procedures. All activities should be performed according to relevant operating procedures, and safety requirements and regulations (e.g. OSH requirements, Dangerous Goods regulations).
Level	2
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of goods security <ul style="list-style-type: none"> • Describe principles and procedures of goods security • Describe relevant regulatory requirements • Describe company policy and requirements 2.1. Prepare to secure goods <ul style="list-style-type: none"> • Prepare and maintain work area • Report unsafe work practices or equipment to relevant personnel • Select appropriate protective equipment and clothing • Erect formwork where no lashing points exist • Interpret and read lashing plan 2.2. Lash and unlash <ul style="list-style-type: none"> • Identify lashing points and use appropriate lashing equipment for each lashing point • Lash and secure goods • Release, disconnect and remove fittings from the goods when unlash • Place lashing equipment in storage areas • Ensure lashing/unlashing operations no personal injury or goods/machinery damage in accordance with workplace requirements • Complete lashing according to lashing plan 2.3. Protect goods from weather <ul style="list-style-type: none"> • Cover/uncover goods safely to ensure no personal injury or goods/machinery damage 2.4. Pack and unpack goods <ul style="list-style-type: none"> • Identify and report damaged goods • Sort and stack goods in correct location • Interpret numbers or marks to identify goods • Maintain tight stow of goods • Handle goods safely to ensure no personal injury or goods/machinery damage
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of selecting appropriate protective equipment and clothing • Capable of conducting lashing and unlashing operations and ensuring no personal injury or goods/equipment damage • Capable of covering/uncovering goods • Capable of packing and unpacking goods, and stacking goods in correct location
Remark	This UoC is adapted from the Logistics UoC LOWHCT209A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Conduct goods receipt
Code	105185L3
Range	This unit of competency is applicable to practitioners in the import and export industry in receiving goods. Tasks involve goods inspection and goods handling.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of goods handling <ul style="list-style-type: none"> • Describe goods operations (e.g., goods handling processes and loading/unloading operations) • Describe the requirements (e.g., packaging, labelling and documentation) of handling general goods, special goods, and dangerous goods 2.1. Identify workplace procedures and documentation requirements for the receipt of goods <ul style="list-style-type: none"> • Identify the workplace procedures for goods receiving (e.g., unload pallets/cartons onto receiving dock) • Identify workplace documentation requirements (e.g., check delivery document and fill out dock receipt) for the receipt of goods and reporting of damage 2.2. Check and inspect goods on arrival <ul style="list-style-type: none"> • Compare the number of pallets/cartons on delivery document and actual received quantity • Report discrepancies (if any) • Report condition of goods • Dispatch non-conforming goods and keep records 2.3. Unload, unpack, and store goods <ul style="list-style-type: none"> • Identify handling equipment to handle goods • Identify appropriate storage locations according to the characteristics of goods and delivery schedule • Follow safety procedures when unloading, unpacking, and storing stock • Unload and unpack goods in accordance with workplace procedures (e.g., safety rules to avoid accident, and unpacking instructions to prevent goods damage)
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying workplace procedures and documentation requirements for the receipt of goods • Capable of checking and inspecting goods • Capable of unloading, unpacking, and storing goods
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Determine goods storage locations
Code	105186L3
Range	This unit of competency is applicable to practitioners in the import and export industry in categorising and assigning locations for goods storage.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess knowledge of goods storage</p> <ul style="list-style-type: none"> • Describe the characteristics of goods • Describe the storage requirements for such goods as dangerous goods, fragile goods, and perishable goods • Describe different packaging, labelling, and marking requirements for goods handling • Know the restrictions on goods storage • Describe procedures of goods loading/unloading and handling (e.g., equipment requirement and their limitations) <p>2.1. Identify and categorise products</p> <ul style="list-style-type: none"> • Identify special requirements (e.g., regulatory requirement) to determine storage location • Categorise products according to company requirements (e.g., delivery schedule and product features) <p>2.2. Match products to locations based on specified criteria</p> <ul style="list-style-type: none"> • Determine locations for products based on specified criteria and restrictions on goods storage (e.g., weight limitation and safety rules) • Use labels, inventory systems, and other information sources to assist in the identification of products, facilitate goods handling and storage
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying and categorising different kinds of goods • Capable of determining appropriate storage locations
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Execute goods labelling and packaging
Code	105187L3
Range	This unit of competency is applicable to practitioners in the import and export industry in establishing packaging guidelines and executing good labelling and packaging.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of goods packaging and labelling <ul style="list-style-type: none"> • Describe goods characteristics • Describe packaging methods • Describe goods safety, recycle and environment labelling requirements, e.g., RohS, CE, UL, ASTM, etc. 2.1. Identify the requirements of packaging <ul style="list-style-type: none"> • Identify the requirements of packaging to (1) reduce risk of goods damage and pilferage, (2) better utilise transport capacity to lower distribution cost, (3) facilitate the most economical method of goods handling, (4) package costs 2.2. Establish packaging guideline <ul style="list-style-type: none"> • Develop packaging guideline according to such factors as value of goods, goods transit, nature of goods, compliance with customs or regulatory requirements, fragility of goods, terms of sale, and insurance acceptance conditions • Establish package procedure, including (1) goods shipping and handling, (2) stacking, (3) cushioning, blocking and bracing,(4) securing goods, and (5) marking and labelling 2.3. Handle goods <ul style="list-style-type: none"> • Interpret the packaging specifications and requirements • Select appropriate packaging methods for products (e.g., column stack, interlocking stack, overhanging stack) • Identify packaging materials (e.g., standard wood pallets, plastic pallets, corrugate pallets, corrugated pad/tray, foam cushion) • Use appropriate packaging materials to (1) minimise loss and damage in transit or (2) maximise the utilisation of storage space • Stack the completed packed goods to minimise damage • Identify labelling standards (e.g., labels for dangerous goods) • Use appropriate goods handling, labelling, and other marking methods (e.g., handle with care, fragile goods, this end up, and do not stack) to handle goods 2.4. Check the packaging, quantity, and appearance of goods <ul style="list-style-type: none"> • Check the consistency of the information on document (e.g., Letter of Instruction, Delivery Order) with the package and appearance of the goods (e.g., the labels and marks of the goods, name and address of consignor and consignee, and goods quantity) • Count and check the goods quantity and report the discrepancies (if any) • Check whether the package has any irregularities (e.g., damage, and leakage) and report the discrepancies (if any) • Check whether the appearance is different significantly with document descriptions regarding the goods size and type • Check whether the package is intact or has been tampered • Record the checking according to the checklist or documents as required
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the requirements of packaging • Capable of establishing packaging guideline • Capable of selecting packaging materials and methods • Capable of identifying and using labelling and marking standards • Capable of checking the packaging, goods quantity, and appearance of goods
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Handle dangerous goods/hazardous substances
Code	105188L3
Range	This unit of competency is applicable to practitioners in the import and export industry. 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).
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of handling of hazardous substances or dangerous goods <ul style="list-style-type: none"> • Describe the handling of hazardous substances or dangerous goods • Describe relevant regulatory requirements • Describe company policy and procedures 2.1. Identify workplace requirements for hazardous substances/dangerous goods <ul style="list-style-type: none"> • 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 2.2. Follow site incident procedures <ul style="list-style-type: none"> • 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 2.3. Select handling techniques <ul style="list-style-type: none"> • 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 2.4. Monitor, review and report on handling procedures <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • 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
Remark	This UoC is adapted from the Logistics UoC LOCUCT302A

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Carry out stock-taking
Code	105189L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of applying relevant knowledge of inventory control to conduct stock-taking activities.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of stock control <ul style="list-style-type: none"> • Basic knowledge of inventory management and stock control • Describe the company's inventory policies and procedures • Describe relevant regulatory requirements 2.1. Plan stock-taking <ul style="list-style-type: none"> • Identify inventory systems and goods to be counted • Identify required resources for stock-taking • Assist and instruct team members • Allocate team members to particular tasks and zones and provide clear directions • Plan stock take operations in a time effective manner 2.2. Prepare for stock-taking <ul style="list-style-type: none"> • Identify inventory systems and goods to be counted • Identify required resources • Identify allocated tasks, zones and work requirements • Plan work role sequence in a time effective manner 2.3. Conduct stock take <ul style="list-style-type: none"> • Co-ordinate and undertake stock-taking activities • Interpret inventory data • Confirm inventory data to match stock • Count and document stock levels 2.4. Identify stock discrepancies <ul style="list-style-type: none"> • Accurately record and document discrepancies in type, number and quality of stock • Identify possible reasons for discrepancies and take appropriate actions • Relocate products in inappropriate storage locations and update stock records 2.5. Complete documentation <ul style="list-style-type: none"> • Reconcile inventory data to match warehouse stock • Complete required documents 2.6. Update documentation <ul style="list-style-type: none"> • Reconcile inventory data to match warehouse stock • Reconcile information with audit requirements • Complete documentation
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying product and inventory control knowledge to carry out stock-taking activity • Capable of planning, conducting and reviewing stock-taking activity
Remark	This UoC is adapted from the Logistics UoC LOCUCT310A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Implement integrated logistics support
Code	105190L3
Range	This unit of competency applies to practitioners in applying product lifecycle knowledge to implement integrated logistics support process in import and export industry.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Apply the knowledge of integrated logistics support <ul style="list-style-type: none"> • Describe the concepts of integrated logistics support, i.e., a management process in which logistics support are integrated into the lifecycle of a product from production to delivery and by which all elements of logistics support are planned, organised, and controlled • Describe the concept of product lifecycle management • Describe relevant organisational policies and procedures 2.1. Prepare to apply integrated logistics support processes and procedures <ul style="list-style-type: none"> • Apply occupational safety and health (OSH), environmental protection, and quality management requirements throughout the operations • Identify , acquire, and prepare required resources and equipment to implement integrated logistics support • Identify and obtain information sources relevant to the preparation of integrated logistics support • Analyse the obtained integrated logistics information to identify the requirements of integrated logistics support in product lifecycle management 2.2. Apply integrated logistics support processes and procedures <ul style="list-style-type: none"> • Identify, plan, and implement resources acquisition planning to ensure the best possible resources (e.g., equipment/facilities, and human resources) are available • Identify performance requirements (e.g., utilisation rate, order completion rate) • Conduct and conclude integrated logistics support activities within resource constraints • Implement, monitor, and adjust integrated logistics support activities based on changing circumstances 2.3. Maintain records for integrated logistics support processes and procedures <ul style="list-style-type: none"> • Maintain integrated logistics support records • Update and document integrated logistics support records 3. Review on integrated logistics support processes and procedures <ul style="list-style-type: none"> • Report integrated logistics support • Monitor and review integrated logistics support activities to ensure systems/equipment capability is maintained • Provide recommendation to continuously improve integrated logistics support processes and procedures
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying knowledge of integrated logistics support to support work activities in the product lifecycle • Capable of implementing, monitoring, and reviewing integrated logistics support process and procedure
Remark	----

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Use basic statistics in workplace
Code	105191L3
Range	This unit of competency is applicable to practitioners in the import and export industry to apply basic statistical skills to performance tasks in logistics operations.
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Basic knowledge of statistics <ul style="list-style-type: none"> • Apply the knowledge of statistics • Describe the process of data collection • Describe basic statistics and relevant tools to conduct statistical analysis • Describe data and present with graphics and charts 2. Use basic statistics to perform tasks in logistics operations <ul style="list-style-type: none"> • Collect information needed as instructed by supervisors • Use basic statistical tools/methods to conduct data analysis • Use relevant tools to calculate information needed • Compile reports and present information/results in the forms of graphics and chats
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of using various data collection methods to collect data/information • Capable of applying basic statistics skills to conduct data analysis • Capable of using relevant tools to present the results
Remark	----

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Co-ordinate goods loading/unloading operations
Code	105192L3
Range	This unit of competency is applicable to practitioners to co-ordinate goods loading and unloading for transport or storage in the import and export industry.
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Apply the knowledge goods loading operations <ul style="list-style-type: none"> • Possess relevant knowledge of goods loading/unloading, including weight limitation, occupational, safe and health (OSH) requirements, methods and equipment to handle goods • Possess knowledge of estimating loads for transport or storage, including shape, weights, dimensions and mass of the loads, volume required for storage 2. Co-ordinate goods loading and unloading <ul style="list-style-type: none"> • Identify and select loading/unloading equipment according to goods features • Check whether the appearance, labels, and markings and package are appropriate • Arrange manpower required to complete the task • Arrange goods loading including prepare equipment, stack and secure goods, and load goods in accordance with OSH requirements • Check the conditions of goods and goods details against delivery order or other relevant documents • Report discrepancies (if any) • Complete necessary forms or checklist to record details of the loading/unloading activities
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of co-ordinating the resources and manpower to handle goods • Capable of completing goods loading/unloading activities
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Complete documentation in compliance with regulatory requirements
Code	105193L3
Range	This unit of competency is applicable to practitioners in the import and export industry to complete the import and export declaration in Hong Kong in accordance with relevant regulatory requirements.
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> Apply the knowledge of relevant regulatory requirements <ul style="list-style-type: none"> Describe the types of declaration forms, e.g., Import Declaration for non-food items (Form1), Import Declaration for food items classified in Appendix I of the current Hong Kong Imports and Exports Classification List (Harmonized System) (Form 1A), Export / Re-export Declaration for export / re-export items except Hong Kong manufactured clothing and footwear items (Form 2), Export Declaration for Hong Kong manufactured clothing and footwear items specified in Schedule 1 to the Industry Training (Clothing Industry) Ordinance, Chapter 318, Laws of Hong Kong (Form 2A), Import Declaration for articles exempted from declaration charge (Form 1B), and Export / Re-export Declaration for articles exempted from declaration charge (Form 2B) Describe the requirements (e.g., licence and permit application) of the importation/exportation of restricted goods, e.g., prohibited articles, dutiable commodities, strategic commodities Identify relevant documentation requirements and complete required documentation for import and export customs clearance <ul style="list-style-type: none"> Prepare documents required for customs clearance Apply for licence and permit (if required) Identify the declaration form Identify Commodity Codes Calculate import and export declaration Complete declaration forms within the required time period Complete import and export declaration Lodge customs declaration electronically through service providers appointed by Hong Kong Government
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> Capable of identify relevant declaration forms and applying licence/permit (if required) for import and export customs clearance Capable of completing documentation electronically and settling import and export declaration charges in accordance with regulatory requirements
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Co-ordinate warehouse operations
Code	105194L3
Range	This unit of competency is applicable to practitioners in the import and export industry to co-ordinate with warehouse to handle goods in and goods out.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe warehouse design <ul style="list-style-type: none"> • Describe order picking tour construction • Describe putaway tour construction • Describe of warehouse layout and material flow design 2.1. Plan and organise goods in <ul style="list-style-type: none"> • Check the condition of goods for any visual damage on outer package • Report the damage (if any) • Check the shipment details, e.g., quantity of goods against packing list • Report the discrepancy (if any) • Identify and select relevant resources (e.g., handling equipment, manpower, goods management equipment, etc.) to handle goods • Organise the putaway of goods to a specific storage location 2.2. Plan and organise goods out <ul style="list-style-type: none"> • Check consignment to ensure that goods are consistent with packing specification and are suitable for the type and method of transport • Check consignment to ensure that labelling and marking of goods conforms with domestic and international regulations • Report discrepancies (if any) • Identify and select relevant resources (e.g., handling equipment, manpower, goods management equipment, etc.) to dispatch of goods • Organise order picking and dispatch of goods 3. Monitor work processes <ul style="list-style-type: none"> • Monitor work processes and ensure use of resources efficiently • Ensure relevant regulatory requirements (e.g., secure goods properly) are followed
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of planning and organising goods in • Capable of planning and organising goods out • Capable of monitoring work processes
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Co-ordinate fleet operations
Code	105195L3
Range	This unit of competency is applicable to practitioners in the import and export industry to co-ordinate fleet operations to perform the tasks of pickup and delivery of goods.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of fleet management <ul style="list-style-type: none"> • Describe principles of fleet management • Operate tracking and tracing systems • Describe business operations of import and export industry • Describe company requirements and relevant regulatory requirements 2.1. Co-ordinate fleet control functions <ul style="list-style-type: none"> • 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 2.2. Prepare for contingencies <ul style="list-style-type: none"> • Employ suitable contingency measures for deviations from pickup and delivery schedule, and other incidents • Identify, clarify, and resolve routine problems 2.3. Communicate with customers and drivers <ul style="list-style-type: none"> • 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 2.4. Co-ordinate scheduling of operational tasks <ul style="list-style-type: none"> • Access and use relevant scheduling system for processing the delivery of goods • 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 2.5. Complete documentation <ul style="list-style-type: none"> • Record fleet management information • Dispatch, process, and file completed documentation
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • 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 goods
Remark	This UoC is adapted from the Logistics UoC LOCUPD305A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Organise goods receipt/dispatch/export
Code	105196L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of performing tasks in accordance with relevant regulations and workplace requirements to organise goods receipt/dispatch/export operations.
Level	3
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of goods receipt and dispatch, and freight forwarding principles <ul style="list-style-type: none"> • Describe the operations of goods receipt and dispatch • Describe operations of freight forwarding • Describe procedures to organise goods for export • Describe relevant regulatory requirements for goods handling and operations • Describe company policy and procedures • Describe workplace requirements 2.1. Plan and organise receipt and dispatch of goods <ul style="list-style-type: none"> • Apply product knowledge to conduct stocks analyses • Identify relevant resources (e.g., handling equipment, manpower, goods management equipment, etc.) in relation to the stock characteristics • Schedule deadlines to meet order requirements • Plan work processes to meet specified deadlines 2.2. Plan and organise goods for export <ul style="list-style-type: none"> • Check consignment to ensure that goods is consistent with packing specification and is suitable for the type and method of transport • Check consignment to ensure that labelling and marking of goods conforms with domestic and international regulations and workplace requirements and that the packaging of goods conforms to regulatory requirements and is suitable for the method of transport • Check goods for dangerous goods and if applicable, conform packaging and labelling with the International Maritime Dangerous Goods Codes (IMDG) • Note discrepancies in the composition or preparation of the goods and undertake action 2.3. Organise the storage and dispatch of stock <ul style="list-style-type: none"> • Select handling methods and equipment which are suitable for the goods and transport method • Select goods transfer methods between transport modes • Organise goods loading procedures with reference to industry best practices • Follow established industry practice in the organisation of the loading of goods • Allocate and supervise employees, equipment and temporary storage areas if required • Inform individuals of work requirements, timelines and relevant personal protective equipment • Monitor work processes and ensure high productivity level of resources are well maintained within regulatory requirements • Note and report discrepancies in stocks in accordance with company policy and procedures 2.4. Complete documentation <ul style="list-style-type: none"> • Consolidate and check all relevant documentation for completion in accordance with working procedures and regulatory requirements • Identify discrepancies in documentation and take appropriate actions in accordance with workplace procedures • File/store/forward documents in appropriate places in accordance with workplace procedures
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of planning and organising goods receipt and dispatch • Capable of co-ordinating the preparation of consignment • Capable of organising the storage of stock • Capable of completing records and documents
Remark	This UoC is adapted from the Logistics UoC LOCUCT309A

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Implement emergency response procedures
Code	105197L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of carrying out emergency response procedures to security threat in compliance with regulatory requirements and workplace emergency procedures.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess relevant knowledge of emergency response procedures</p> <ul style="list-style-type: none"> • Describe the security threat and potential risks • Describe the range of emergency actions • Describe the operations and workflows of logistics and related industries • Describe company policies, emergency procedures, relevant standards, codes, and regulatory requirements <p>2.1. Select emergency actions to be applied</p> <ul style="list-style-type: none"> • Identify and analyse range of emergency actions • Identify potential and genuine threats • Match appropriate emergency plans and security threat • Invoke emergency actions and in consideration of personal safety, members of the public and the task being handled • Alert police and/or other relevant authority on security threat and request for supportive action • Adjust emergency actions with emergency environment changes on a regular basis <p>2.2. Report incident</p> <ul style="list-style-type: none"> • Report incident to relevant personnel in a concise, accurate, and clear manner • Complete incident reports • Provide police or other emergency services with required reports
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying security threat • Capable of identifying and analysing range of emergency actions • Capable of matching security threat and emergency response procedures • Capable of reporting incident and completing reports
Remark	This UoC is adapted from the Logistics UoC LOWHSS301A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Establish and implement storage procedures for dangerous goods/hazardous substances
Code	105237L4
Range	This unit of competency is applicable to practitioners in the import and export industry. 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.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of handling of dangerous goods/hazardous substances <ul style="list-style-type: none"> • Describe the handling of dangerous goods/hazardous substances • Describe relevant regulatory requirements • Describe company policy and procedures 2.1. Access information <ul style="list-style-type: none"> • 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 2.2. Identify and assess hazards <ul style="list-style-type: none"> • 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 2.3. Establish and implement risks control procedures <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying and reporting risks associated with dangerous goods and hazardous substances • Capable of establishing and implementing risk control procedures
Remark	This UoC is adapted from the Logistics UoC LOCUSS405A

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Implement freight safety standards for dangerous goods/hazardous substances
Code	105238L4
Range	This unit of competency is applicable to practitioners in the import and export industry. 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)
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of safety standard for dangerous goods <ul style="list-style-type: none"> • Describe types and characteristics of dangerous goods • Describe freight standard for dangerous goods handling • Describe the concept and possess knowledge of hidden dangerous goods • Describe legal requirements and regulations on goods and workers • Be familiar with company's operational guidelines on dangerous goods • Describe basic audit functions and procedures • Describe the consequences and seriousness of non-compliance with the safety standard for dangerous goods 2. Implement safety standard for dangerous goods <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Visually check the package, labels and marking of the dangerous goods • Examine the shipment documents, import/export licence and certificate for the dangerous goods • Fill in shipment checklist of dangerous goods • File the documents for record • Store the dangerous goods • Communicate regularly with regulators 3. Conduct audit <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency are:</p> <ul style="list-style-type: none"> • 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
Remark	This UoC is adapted from the Logistics UoC LOCUSS404A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Plan and design inventory control procedures
Code	105239L4
Range	This unit of competency is applicable to practitioners in import and export industry to plan and design inventory control systems.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Employ a range of skills of inventory management <ul style="list-style-type: none"> • Describe the types of inventory (e.g., cycle stock, in-transit inventory, safety stock, speculative stock, seasonal stock, and dead stock) • Examine objectives of inventory management. e.g., increase profitability, minimise the total cost of logistics activities • Describe inventory management methods, e.g., EOQ 2.1. Identify the order quantity <ul style="list-style-type: none"> • Determine relevant means (e.g., using point of sale date, quantitative analysis, and expert opinion) to forecast demands on inventory • Identify the annual demand or usage of the product • Identify the order cost, i.e., dollars per order • Identify the annual inventory carrying cost as a percentage of product cost • Identify average cost of one unit of inventory • Use relevant approach (e.g., EOQ) to determine the economic order quantity to minimise the total inventory carrying costs and ordering costs 2.2. Plan inventory control systems <ul style="list-style-type: none"> • Identify the relevant inventory system (e.g., fixed-order quantity model, and fixed-order quantity model with safety stock) • Select the appropriate inventory system to determine key inventory decision (e.g., order quantity, when to place order, size of inventory) • Determine guidelines for inventory control (e.g., setting minimum/maximum order quantities, economic order quantity, stock level, safety stock level) 3. Develop effective inventory control plans <ul style="list-style-type: none"> • Establish operational performance standards or benchmarks (e.g., number of back order, quantities of obsolete items) to measure and control inventory system • Monitor the operational performance and make adjustment on inventory control plans if required
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of using relevant analysis tools to identify demands on inventory • Capable of identifying economic order quantity • Capable of planning inventory control systems • Capable of developing inventory control plans
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Review inventory plans
Code	105240L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the application to inventory control skills to review inventory plan.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Employ a range of skill inventory control <ul style="list-style-type: none"> • Describe the types of inventory (e.g., cycle stock, in-transit inventory, safety stock, speculative stock, seasonal stock, and dead stock) • Examine objectives of inventory management. e.g., increase profitability, minimise the total cost of logistics activities • Use a range of inventory management skills to review inventory plan 2. Review inventory plans <ul style="list-style-type: none"> • Evaluate relationship between inventory control systems and the business operations • Regularly review existing inventory control tools • Review stock control systems (e.g., minimum/maximum order quantities, economic order quantity, safety stock level) 3. Improve inventory plans <ul style="list-style-type: none"> • Establish performance standards (e.g., turnover rate, percentage of back orders, and change of inventory carrying costs) and review the standards on a regular basis • Evaluate the performance of inventory control • Identify ways to improve inventory plans • Record the review process
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of reviewing inventory plans • Capable of evaluating possible alternatives and improving inventory plans continuously
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Ascertain customer transport requirements
Code	105241L4
Range	This unit of competency is applicable to practitioners in applying relevant knowledge of multimodal transport to assess the logistics needs in the import and export industry.
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Employ the knowledge of transport operations <ul style="list-style-type: none"> • Evaluate the operations of different transport modes, including air transport, sea transport, and trucking to identify logistics needs • Describe multimodal transport operations • Describe the operations of different transport modes, such as use of equipment, and loading/unloading operations 2. Assess logistics needs for import and export activities <ul style="list-style-type: none"> • Identify the current transport operations for import and export activities • Analyse the service scope of transport logistics and their linkage with import and export activities to identify the gap between current usage and desirable situations • Analyse customer requirements for transport logistics to identify current and expected situations • Determine the logistics needs (e.g., reliability and capacity) in transport operations • Analyse the resources and limitations of the company to identify the possible solutions to enhance transport performance, e.g., speed and security • Select logistics solutions in transport operations 3. Review transport operations <ul style="list-style-type: none"> • Establish performance standard of the transport operations, e.g., transit time • Assess the actual performance of the transport operations against standard • Suggest measures to improve the transport operations • Review the effectiveness of measures and the performance standards transport operations on a regular basis
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of assessing logistics needs for import and export activities • Capable of reviewing transport operations
Remark	----

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Assess the logistics needs of different import/export transport modes
Code	105242L4
Range	This unit of competency is applicable to practitioners in applying relevant knowledge of multimodal transport to assess the logistics needs in the import and export industry.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Employ the knowledge of transport operations <ul style="list-style-type: none"> • Evaluate the operations of different transport modes, including air transport, sea transport, and trucking to identify logistics needs • Describe multimodal transport operations • Describe the operations of different transport modes, such as use of equipment, and loading/unloading operations 2. Assess logistics needs for import and export activities <ul style="list-style-type: none"> • Identify the current transport operations for import and export activities • Analyse the service scope of transport logistics and their linkage with import and export activities to identify the gap between current usage and desirable situations • Analyse customer requirements for transport logistics to identify current and expected situations • Determine the logistics needs (e.g., reliability and capacity) in transport operations • Analyse the resources and limitations of the company to identify the possible solutions to enhance transport performance, e.g., speed and security • Select logistics solutions in transport operations 3. Review transport operations <ul style="list-style-type: none"> • Establish performance standard of the transport operations, e.g., transit time • Assess the actual performance of the transport operations against standard • Suggest measures to improve the transport operations • Review the effectiveness of measures and the performance standards transport operations on a regular basis
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of assessing logistics needs for import and export activities • Capable of reviewing transport operations
Remark	----

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Develop integrated logistics support plans
Code	105243L4
Range	This unit of competency is applicable to the practitioners to identify integrated logistics requirements and develop integrated logistics support plans in the import and export industry.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Deal with integrated logistics support <ul style="list-style-type: none"> • Develop logistics operations • Describe the product lifecycle management • Describe the business environment in logistics related industries • Describe the requirements of integrated logistics services • Describe company policy and procedures 2.1. Identify integrated logistics support requirements <ul style="list-style-type: none"> • Identify and obtain information relevant to the development of integrated logistics support system • Assess the information to identify integrated logistics support requirements in the product lifecycle • Record integrated logistics support requirements in the product lifecycle management 2.2. Develop integrated logistics support plans <ul style="list-style-type: none"> • Conduct consultation with stakeholders on the business strategies of integrated logistics support • Develop and record integrated logistics support strategies in the product lifecycle management from production to product delivery • Develop and document key performance indicators (KPI) • Develop and document integrated logistics support plans in the product life cycle 2.3. Apply integrated logistics support strategies <ul style="list-style-type: none"> • Implement logistics activities (e.g., production, inventory control, transportation) in the product life cycle • Manage failures and variances to plan 3. Review the operations integrated logistics support <ul style="list-style-type: none"> • Analyse and monitor systems and processes performance to assess the progress of plans and targets achievement • Manage system performance according to KPI • Review integrated logistics support operations according to organisational policy and procedures • Identify and prepare required changes to current operations • Incorporate amendments to integrated logistics support operations into plans and promulgate to relevant stakeholders
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying integrated logistics support requirements • Capable of developing integrated logistics support plans • Capable of applying integrated logistics support strategies • Capable of reviewing integrated logistics support plans
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Monitor performance of logistics service providers
Code	105244L4
Range	This unit of competency is applicable to practitioners in the import and export industry to develop key performance indicators to monitor and assess performance of logistics service providers.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of key performance indicators <ul style="list-style-type: none"> • Describe the operating procedures of logistics service providers • Describe the terms of the contract, the rights, and obligations of the company and the logistics service provider • Describe the management structure, financial situation, and staff competency of logistics service providers • Use a range of techniques to establish performance indicators • Describe techniques for collecting data and reporting findings 2. Monitor the performance of logistics service providers <ul style="list-style-type: none"> • Collect the data/information to develop the key performance indicators to measure the performance of logistics service providers • Receive feedback/information from customers on logistics service • Develop appropriate mechanism to analyse relevant information • Establish the key performance indicators to periodically assess the performance of logistics service providers • Collect data/information and conduct site visits to assess the performance of logistics service providers • Identify potential areas for continuous improvement • Compile reports for the management to record the performance of logistics service providers • Recommend awards or penalties for logistics service providers according to their performance and contract terms
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of establishing key performance indicators to assess performance of logistics service providers • Capable of assessing the performance of logistics services providers and recommending awards or penalties
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Apply quarantine procedures
Code	105245L4
Range	This unit of competency is applicable to practitioners in import and export industry to handle customs declaration for goods subject to entry-exit inspection and quarantine.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Deal with quarantine procedure <ul style="list-style-type: none"> • Recognise packing declaration, quarantine certificates and other relevant documents • Explain quarantine procedure 2.1. Prepare documents required for quarantine and inspection <ul style="list-style-type: none"> • Identify and prepare documents (e.g., trade contract, invoice, bills of lading, packing list, certificate of origin) for entry goods • Prepare documents (e.g., letter of credit, license, factory inspection list) for exit goods 2.2. Handle quarantine process <ul style="list-style-type: none"> • Fill in and submit inspection form to apply for inspection • Apply appropriate quarantine procedures to (a) import goods; (b) export goods; and (c) import and export goods (including transit goods) • Apply follow-up procedures based on quarantine results
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of dealing with quarantine procedure • Capable of preparing documents requirement for quarantine and inspection • Capable of applying quarantine procedure for import and export activities
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Monitor warehouse operations
Code	105246L4
Range	This unit of competency is applicable to practitioners in the import and export industry in monitoring the cost effective and efficient running of the warehouse operations.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Basic knowledge of warehouse operations <ul style="list-style-type: none"> • Apply the knowledge of warehouse operations • Describe warehouse layouts, functions and operations • Describe staffing and equipment management • Describe warehouse inventory record and report 2. Monitor the operations of warehouses <ul style="list-style-type: none"> • Establish warehouse receiving procedure, includes unloading of goods from transport carriers, updating of inventory records, inspection of goods, and verification of quantity of goods against shipping records • Establish warehouse putaway procedure, which includes physical movement of goods for storage, movement to areas for such value-added services as consolidation and quality checking, movement for outbound shipping • Establish warehouse order picking procedure, includes regrouping of products, selecting products, and picking goods according to picking lists • Implement the operational procedures • Monitor the operations • Conduct review and make adjustments 3. Monitor the performance of the warehouse <ul style="list-style-type: none"> • Establish the performance indicators for warehouse management (e.g., measure for order fulfilment performance) • Audit the performance of the warehouse and assess warehouse productivity (e.g., orders per hour, cost per order) • Provide recommendations to improve warehouse performance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of monitoring warehouse operations • Capable of monitoring the performance of warehouse
Remark	----

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Organise goods operations
Code	105247L4
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of applying goods handling knowledge to carry out work activities according to the relevant regulatory requirements (e.g., Occupational Safety and Health Ordinance Cap. 509 and subsidiary regulations).
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of goods handling <ul style="list-style-type: none"> • Describe the principles of goods handling • Describe relevant regulatory requirements • Describe workplace policy and procedures 2.1. Identify products for storage and handling <ul style="list-style-type: none"> • Identify products according to packaging/labelling (e.g., handle with care, and no stacking) and product features • Identify ways for storage and handling of products according to workplace procedures (e.g., goods receiving process, putaway process, order picking process, and goods delivery process) • Identify storage and handling requirements in relation to product features that may affect goods condition or location requirements 2.2. Match products to locations <ul style="list-style-type: none"> • Determine products locations according to specified criteria (e.g., delivery frequency, and product features) • Use inventory systems, labels, and other information sources to identify products according to storage and handling requirements 2.3. Provide assistance to individuals concerning stock identification and location problems <ul style="list-style-type: none"> • Identify new stock items and provide relevant product information to groups and individual in workplace • Provide feedback to relevant groups and individuals • Update product information for relevant groups and individuals • Encourage relevant personnel to maintain and build product knowledge through such tools as knowledge management system (KMS) 2.4. Identify appropriate transfer and handling requirements <ul style="list-style-type: none"> • Identify and evaluate resources for product transfer operations • Provide assistance in receipt and dispatch areas to identify and report variances • Complete relevant documents 2.5. Examine quality and report on products <ul style="list-style-type: none"> • Inspect products with reference to company quality assurance procedures • Return, replace or dispose unusable stocks/products with reference to company quality assurance procedures • Record and report non-conforming products 3. Facilitate continuous improvement <ul style="list-style-type: none"> • Apply knowledge of customer requirements to design work operations • Predict and notify potential problems to appropriate personnel • Identify improvements opportunities to work organisation
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying goods handling knowledge to identify and categorise products • Capable of applying knowledge of goods handling to identify products in warehouse or other storage area • Capable of solving stock identification and location problem • Capable of identifying transfer and handling requirement
Remark	This UoC is adapted from the Logistics UoC LOCUCT403A

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Manage security of assets and facilities
Code	105248L4
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of applying routine procedures and regulatory requirements to administer the assets and facilities security in the import and export related industry.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of security programmes <ul style="list-style-type: none"> • Describe principles of security management • Describe relevant regulatory requirements • Describe company policy and requirements 2.1. Assess security requirements <ul style="list-style-type: none"> • Determine adequacy of insurance cover • Determine adequacy of physical protection over assets and facilities • Assess and recommend methods to improve security requirements • Record and report breakdowns/breaches of security 2.2. Develop and implement security programmes <ul style="list-style-type: none"> • Consult staff regularly regarding security programmes • Document, trial, refine, and implement improvements to security procedures • Give input to assist in the preparation of coronial reports and enquires • Gather statements and prepare reports which assist in the issuance of summonses 3. Monitor and evaluate security programmes <ul style="list-style-type: none"> • Analyse reports and statements produced where security has broken down or has been breached, and document conclusions • Monitor security procedures to ensure their implementation • Test and evaluate security systems to ensure operational effectiveness
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of assessing security requirement • Capable of implementing security programmes • Capable of monitoring and evaluating security programmes effectiveness
Remark	This UoC is adapted from the Logistics UoC LOWHSS401A

Unit of Competency

Functional Area: Warehousing and Logistics

Title	Plan and design receiving and putaway process in warehouse operations
Code	105311L5
Range	This unit of competency is applicable to practitioners in the import and export industry to plan and design the workflow and procedure for goods receiving and putaway process in warehouse operations.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Command of receiving and putaway operations <ul style="list-style-type: none"> • Examine the receiving mode disposition • Examine putaway batch sizing • Describe the putaway tour construction • Describe goods safety, recycle and environment labelling requirements, e.g., RohS, CE, UL, ASTM, etc. 2.1. Compile purchase order profile <ul style="list-style-type: none"> • Identify inbound warehouse activities • Collect relevant information and data for purchase order profile • Compile purchase order profile to make batching and processing strategies for receiving and putaway 2.2. Plan the workflow and procedure for goods receiving and putaway <ul style="list-style-type: none"> • Use appropriate technique to determine goods receiving and putaway processes in warehouse operations • Conclude goods receiving and putaway processes analysis within constraints of batch size and tour construction • Implement, monitor, and amend goods receiving and putaway processes based on changing circumstances in accordance with methodologies and procedures 3. Design receiving and putaway process <ul style="list-style-type: none"> • Plan work requirements with appropriate equipment • Identify and locate warehouse zones as to which store receiving products • Establish receiving and putaway process • Where required, select and stack appropriate pallet for goods to minimise stock damage and maximise stability • Receive and store goods • Locate goods/pallets in receipt areas • Receive goods to meet workplace schedule • Assemble, secure, arrange, and place goods in storage zones in accordance with the schedule
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of compiling purchase order profile • Capable of planning the goods receiving and putaway workflow and procedure • Capable of designing receiving and putaway process
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Plan and design order picking and shipping process in warehouse operations
Code	105312L5
Range	This unit of competency is applicable to practitioners in the import and export industry to plan and design order picking and shipping process in warehouse operations.
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Command order picking and shipping operations <ul style="list-style-type: none"> • Examine order picking tour construction • Examine shipping process 2.1. Compile customer order profiles <ul style="list-style-type: none"> • Collect relevant information and data in investigating order batch size, pick wave planning, picking tour construction, and shipping mode disposition • Compile customer order profiles including order mix distribution (e.g., family mix distribution, full/partial pallet mix distribution, full/broken cases distribution), lines per order distribution, and line and cube per order distribution 2.2. Plan workflow and procedures for order picking and shipping <ul style="list-style-type: none"> • Identify order picking approaches, e.g., discreet picking , batch picking, zone picking, wave picking • Make batching and processing decision to order picking • Plan work requirements with appropriate equipment and documentation assembled 3. Design order picking and shipping process <ul style="list-style-type: none"> • Identify and locate zones of the warehouse • Select and stack appropriate pallet (or case) for orders to minimise stock damage and maximise stability if necessary • Pick/select and consolidate products • Locate products/pallets in dispatch areas • Assemble products to meet customer orders and shipping schedules • Consolidate, secure, arrange and place orders in storage zones in accordance with the schedule
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying knowledge of order picking and shipping process • Capable of compiling customer order profile • Capable of planning the order picking and shipping process • Capable of designing warehouse operating procedure
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Design material flow and warehouse layout in warehouse operations
Code	105313L5
Range	This unit of competency is applicable to practitioners in the import and export industry to design the material flows and warehouse layouts in warehouse operations.
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Command warehouse design and material flow <ul style="list-style-type: none"> • Examine warehouse material flow design • Examine warehouse functional locations 2.1. Compile activity relationship profile <ul style="list-style-type: none"> • Identify the inter-functional and inter-processes relationships in the warehouse • Compile activity relationship profile to identify the level of importance of warehouse activities (e.g., receiving, inspection, storage, picking, and shipment staging) to suggest the location of functions and processes relate to other activities in a block layout 2.2. Prepare to plan material flow <ul style="list-style-type: none"> • Identify and consult stakeholders on flow of material • Identify and analyse workplace procedures and policy that may affect material flow • Identify source and obtain sources of information relevant to material flow 2.3. Conduct material flow analysis <ul style="list-style-type: none"> • Select appropriate tools (e.g., MRP) to plan optimal inventory levels, purchases and distribution schedule based on such elements as customer's production schedule, stock on hand, lead times, sale order quantities and due dates, purchase order quantities and due dates, lot sizing policies, and safety stock requirements • Conduct and conclude material flow analysis with available resources • Implement, monitor, and amend material flow activities according to applicable methodologies and procedures • Allocate resources to material flow according to material flow plan 3. Design warehouse layout and material flow <ul style="list-style-type: none"> • Use layout design and material flow methods and techniques appropriate to design warehouse flow (e.g., U-shaped flow, straight-thru, modular-spine, or multistory flow pattern) in accordance with plans and standard procedures • Conclude layout design and material flow analysis with available resources • Implement, monitor, and adjust (if required) layout design and material flow activities based on changing circumstances • Allocate resources to material flow in accordance with material flow plan and resource availability
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting material flow analysis • Capable of designing warehouse layout and material flow
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Design warehouse sizing
Code	105314L5
Range	This unit of competency is applicable to practitioners in the import and export industry to design warehouse sizing in warehouse operations.
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Command warehouse space requirements <ul style="list-style-type: none"> • Examine warehouse operations • Examine warehouse sizing design 2.1. Compile the inventory profiles <ul style="list-style-type: none"> • Collect relevant information and data to design warehouse sizing • Compile the inventory profiles including item-family inventory distribution and handling unit inventory distribution 2.2. Identify space requirements <ul style="list-style-type: none"> • Assess the medium- and long-term storage requirements according to legislative requirements and company's business plan • Assess product type, picking frequencies, handling characteristics, holding periods, fragility, weight, value, and quantity to consider amount and type of storage • Assess facility to determine the stock handling and holding requirements • Calculate volume requirements to ensure that ongoing stock holding needs are met • Calculate and use the total space requirement to formulate space utilisation plan 3. Design warehouse capacity <ul style="list-style-type: none"> • Plan warehouse zones according to equipment operations and warehouse capacity requirements • Conduct facility assessment to enhance the space utilisation • Undertake warehouse zones positioning according to the data collected from the planning process • Cater for provision for maintenance and cleaning
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are</p> <ul style="list-style-type: none"> • Capable of compiling inventory profile • Capable of identifying space requirements and designing warehouse sizing
Remark	----

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Manage security of storage facilities
Code	105315L5
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of applying security and facility management knowledge to manage security of storage facilities
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of security and facility management <ul style="list-style-type: none"> • Describe the principles of security management • Describe the principles of facility management • Describe local and global security criteria (e.g., CTPAT) • Describe the local and global environmental, health and safety regulatory requirements • Describe company policy and procedures 2.1. Assess security risks and set standards <ul style="list-style-type: none"> • Review records of thefts, damage and security breaches to identify past security incidents of storage facilities • Assess potential risks to the security of facilities, equipment, stock, personnel, and information, considering both internal and external factors • Set security standards to meet relevant requirements • Note discrepancies between current security of storage facilities and identified risk 2.2. Specify security requirements <ul style="list-style-type: none"> • Make adjustments and decisions to procedures and equipment based on risk assessment to meet relevant requirements • Seek and promptly respond feedback and questions from stakeholders • Devise finalised storage security plan offering optimal security of storage facility taking into all feedback and assessments of security risks 2.3. Implement storage security plan <ul style="list-style-type: none"> • Implement storage security plan with appropriate workplace personnel informed • Address competency needs for staff to implement security plan with allocation of training • Allocate and obtain equipment and needs for improvements • Trial storage security plan, policies and procedures in conjunction with a system for feedback to identify and suggest further improvements 3. Monitor and review storage security plan performance <ul style="list-style-type: none"> • Collate and categorise security reports • Compare reports to identify any trends in breaches • Modify security procedures to rectify any identified gaps
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of assessing security risks of storage facilities • Capable of specifying security requirements • Capable of establishing and implementing storage security plan • Capable of monitoring and evaluating security plan performance
Remark	This UoC is adapted from the Logistics UoC LOWHSS501A

Unit of Competency**Functional Area: Warehousing and Logistics**

Title	Manage goods security
Code	105347L6
Range	This unit of competency is applicable practitioners in the import and export industry who take active roles in managing security procedure for transporting high-risk goods. Practitioners should be capable of fulfilling the relevant security standards, codes, and regulatory requirements covering the management of security procedures.
Level	6
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Relevant knowledge of security procedures <ul style="list-style-type: none"> • Describe the special precautions, security procedures and potential risks • Describe the special precautions and procedures, and nature of risk for transporting high risk goods • Describe the principle of security systems • Describe the requirement of licences and permits for transport route • Describe local and global security criteria (e.g., CTPAT) • Describe the local and global environmental, health and safety regulatory requirements • Describe company's goods handling requirements • Describe the operations and workflows of logistics and related industries • Describe company security policies and procedures, relevant standards, codes, and regulatory requirements 2.1. Assess security risks <ul style="list-style-type: none"> • Review records of thefts, damage and security breaches to identify past security incidents • Assess of potential risks to the security of facilities, equipment, stock, personnel, and information • Critically evaluate risks from a range of sources with existing security measures • Note discrepancies between current security processes and identified risk 2.2. Specify security requirements <ul style="list-style-type: none"> • Make adjustments and decisions to procedures and equipment based on 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 2.3. Design and implement security plan <ul style="list-style-type: none"> • Identify goods for transport, return, dispose according to company requirements and goods features • 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 collected 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 • Obtain and allocate 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 operating procedures and methods to relevant personnel 2.4. Co-ordinate responses on emergencies <ul style="list-style-type: none"> • Co-ordinate security incidents with reference to the security plan • Observe and report potential security risks with reference to the security plan 3. Monitor and review system performance <ul style="list-style-type: none"> • 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

Unit of Competency

Functional Area: Warehousing and Logistics

Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none">• 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
Remark	This UoC is adapted from the Logistics UoC LOCUSS601A

**Competencies for Practitioners
of the Import and Export Industry**

**Functional Area:
Sales and Merchandising**

Unit of Competency

Functional Area: Sales and Merchandising

Title	Update customers with latest company news
Code	105172L2
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of responding customers' needs by using effective communication channels to update customers with latest company news so as to maintain good relationship with customers with a view to developing business opportunities.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess basic knowledge of communication</p> <ul style="list-style-type: none"> • Describe the operation of the import and export industry • Describe the company's structure, functions of different departments, work flow and modes of co-operation among departments • Capable of mastering common terms used in the import and export industry, the abbreviations, technical terms and legal terminology • Describe the business relationship between the company and each of its customers, their characteristics and their needs for services • Master current market situation of the import and export industry, its future development and the latest development of the company • Describe the steps for developing effective communication • Describe various communication channels and how to use them effectively • Describe the importance of organising information • Describe the laws guiding the release of promotional information and keeping of customer information <p>2. Inform customers of the latest news</p> <ul style="list-style-type: none"> • Decide on the message and objective for communication • Master the needs of existing and prospective customers, and send out information to identify target customer groups • Select suitable and effective communication channels • Organise information • Use customer information legally and send out the company's latest information to target customer groups at the right time through suitable channels • Contact relevant customers according to the situation to ensure that the information can effectively reach the customers and find out if they understand the information • Assess the effects of communication and recommend revision under guidance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of following supervisor's instructions to send out updated information of the company to customers through effective communication channels according to the information for release and customers' needs so as to maintain good relationship with them with a view to developing business opportunities.
Remark	This UoC is adapted from the Logistics UoC LOCUSM211A

Unit of Competency

Functional Area: Sales and Merchandising

Title	Provide customer service
Code	105198L3
Range	This unit of competency is applicable to practitioners in the import and export industry to provide service to customers and monitor customer satisfaction.
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess and apply knowledge of customer service skills <ul style="list-style-type: none"> • Describe important element of customer services, e.g., timeliness, appearance, courtesy, quality, efficiency, and problem-solving • Describe the principles for effective customer service, i.e., responsive, reliable, and respectful • Examine the main benefits of improving customer service, i.e., retention, related sales, and referrals • Use appropriate approach to evaluate customer satisfaction 2.1. Deal with customer inquiries <ul style="list-style-type: none"> • Use appropriate customer service skill to handle customer inquiries • Identify the customer’s needs or concerns • Record and report customer inquiries in accordance with workplace procedures 2.2. Receive feedback from customers <ul style="list-style-type: none"> • Receive feedback from customers • Record and update customer requirements • Manage records of customer inquiries and monitor customer satisfaction 2.3. Monitor customer satisfaction <ul style="list-style-type: none"> • Determine key performance indicator(s) • Collect information and evaluate the level customer satisfaction 3. Provide service to meet customer requirements <ul style="list-style-type: none"> • Collect relevant information, e.g., feedback from customers, and record of customer requirements • Identify and assess the requirements of customers • Provide quality service to meet customer requirements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of dealing with customers in the import and export industry • Capable of monitoring customer satisfaction in the import and export industry • Capable of analysing their requirements in the import and export industry
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Review shipping and payment terms in international trade
Code	105199L3
Range	This unit of competency is applicable to practitioners in the import and export industry to review shipping terms and payment methods in international trade to minimise payment risk and meet the needs of customers.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of international trade <ul style="list-style-type: none"> • Know Incoterms (or shipping terms) and its application in international commercial transactions • Describe tasks, costs and risks associated with the delivery of goods in international trade • Describe terms of payment in international trade, e.g., cash in advance, and documentary credit • Describe different types of documentary credit, e.g., red clause credit, transferable credit, and standby credit 2.1. Review shipping terms <ul style="list-style-type: none"> • Collect relevant information and evaluate the costs and risks in current shipping terms for each customer • Conduct meetings with customers to discuss shipping terms • Provide a summary of information on shipping terms in international trade • Modify the current shipping terms if required 2.2. Review methods of payment <ul style="list-style-type: none"> • Review the terms and methods of payment for each customer • Seek advice from banks or specialists • Provide a summary on information of payment methods in international trade • Modify the current method of payment if required 3. Report the impacts of shipping and payment terms <ul style="list-style-type: none"> • Report the impacts of payment methods from different perspectives, e.g., sale volume, business risks, operation costs, and cash flow management • Modify the method of payment to minimise payment risk and accommodate the needs of customers
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of reviewing shipping terms • Capable of reviewing payment methods
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Evaluate on the use of export credit insurance
Code	105200L3
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the evaluation on the use of export credit insurance to minimise the possible loss of non-payment to the company.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess knowledge of export credit insurance</p> <ul style="list-style-type: none"> • Describe the provision of insurance protection for Hong Kong exporters against non-payment risks • Describe the use of Export Credit Insurance and commercial insurances • Describe the role and operation of export credit insurance companies, e.g., the Hong Kong Credit Insurance Corporation(ECIC) • Describe the need of Export Credit Insurance in the export companies on such credit payment terms as Documents against Payment(D/P), Document against Acceptance(D/A) and Open Account(O/A) • Use the range of service provided by ECIC, e.g., Export Credit Insurance, risk assessment and monitoring services, collateral for discounting export bills, and assistance in loss minimisation <p>2.1. Use of export credit insurance in international trade</p> <ul style="list-style-type: none"> • Identify risks covered by Export Credit Insurance, e.g. buyer risks (i.e., bankruptcy or insolvency, payment default, and refusal to take delivery of goods), and country risks(e.g., blockage or delay in foreign exchange remittance, import ban, cancellation of import license, payment moratorium, war, revolution, riot, or natural disaster) • Check the background of buyer and their credit information through the computerised worldwide database of ECIC • Analyse the company's exposure to non-payment risks for export activities • Seek the credit advisory service from the Hong Kong Credit Insurance Corporation(ECIC) • Use insurance policies issued by the ECIC as collateral for discounting export bills to obtain the banking facilities • Minimise loss by using the worldwide network and database of ECIC <p>2.2. Evaluate export credit insurance for each customer</p> <ul style="list-style-type: none"> • Assess potential losses after giving considerations to the risk factors, e.g., contracts with customers, relationship with customer, payment terms and payment methods • Evaluate the export credit insurance • Take appropriate measures to minimise the risks and losses
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of analysing risks for goods exported and services • Capable of selecting appropriate export credit insurance to minimise the risks and losses
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Review insurance policy in international trade
Code	105201L3
Range	This unit of competency is applicable to practitioners in the import and export industry to review and amend insurance policy in international trade to prevent/minimise loss and avoid/transfer risks.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of the principles of insurance and risk management <ul style="list-style-type: none"> • Describe the definition of risk management including avoid risks, prevent loss, minimise loss, and transfer risks • Describe the fundamental principles of insurance, e.g., insurable interest, utmost good faith, indemnity, subrogation, and effecting good insurance • Describe good insurance policy forms and clauses • Use a range of methods to assessment risks 2.1. Manage risk and liability in international trade <ul style="list-style-type: none"> • 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 international trade activity by using appropriate risk analysis techniques • Collect historical data and analyse claims record to understand the risks in international trade 2.2. Review insurance policy in international trade <ul style="list-style-type: none"> • Collect historical data and analyse claims record to understand the risks in international trade • Select appropriate insurance companies or intermediaries to provide services related to international trade with reference to such factors as their background, financial position, reputation, and underwriting capacity • Formulate the appropriate sum insured, deductible, exclusions and limitation on certain clauses • Negotiate for the most appropriate insurance terms for the company when obtaining quotations with insurance companies or intermediaries • Verify the insurance documents issued by insurance companies or intermediaries • Verify the insurance policy or related documents according to the documents exchanged with the intermediary or insurance company • Keep records and file documents
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of managing risk and liability in international trade • Capable of reviewing insurance in international trade
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Display products and samples
Code	105202L3
Range	This unit of competency is applicable to practitioners in the import and export to display products and samples to target customers in according with the company goals (e.g., branding building, company image promotion, or sales promotion).
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of setting up venues for display of products and samples <ul style="list-style-type: none"> • Explain the objectives of the setting of venues, e.g., arouse customers' interests, stimulate customers' buying desires, bring visual enjoyment to customers • Describe basic graphic principles, e.g., point, line, and plane • Describe the basic display arrangement, e.g., use of materials • Apply the techniques of displaying products and samples, e.g., colour matching, lighting design, and decoration for scene 2. Display products and samples <ul style="list-style-type: none"> • Identify the theme of the show, e.g., build up brands, promote company images, or sell products • Prepare proposal to display products and samples • Communicate with exhibitors to collect relevant information of the venues • Recommend design ideas to display products and samples • Develop procedures for display products and samples • Participate in the process of display products and sample • Review the effectiveness of product/sample display and take follow up actions if required
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of preparing proposals on exhibitions/shows • Capable of displaying products and samples • Capable of reviewing the effectiveness of product/sample display
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Issue product design briefs
Code	105203L3
Range	This unit of competency is applicable to practitioners in the import and export to display products and samples to target customers in according with the company goals (e.g., branding building, company image promotion, or sales promotion).
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of setting up venues for display of products and samples <ul style="list-style-type: none"> • Explain the objectives of the setting of venues, e.g., arouse customers' interests, stimulate customers' buying desires, bring visual enjoyment to customers • Describe basic graphic principles, e.g., point, line, and plane • Describe the basic display arrangement, e.g., use of materials • Apply the techniques of displaying products and samples, e.g., colour matching, lighting design, and decoration for scene 2. Display products and samples <ul style="list-style-type: none"> • Identify the theme of the show, e.g., build up brands, promote company images, or sell products • Prepare proposal to display products and samples • Communicate with exhibitors to collect relevant information of the venues • Recommend design ideas to display products and samples • Develop procedures for display products and samples • Participate in the process of display products and sample • Review the effectiveness of product/sample display and take follow up actions if required
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of preparing proposals on exhibitions/shows • Capable of displaying products and samples • Capable of reviewing the effectiveness of product/sample display
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Prepare proposals on product design projects
Code	105204L3
Range	This unit of competency is applicable to practitioners in the import and export in outlining the product to be designed, and preparing proposals to describe product design projects.
Level	3
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of writing proposal for product design projects <ul style="list-style-type: none"> • Describe the aims to design the product • Describe task analysis in the forms of a mind map to record all the information of the product design project • Describe the tools (e.g., Gantt Chart) of project management to manage time and resources of the product design project 2. Prepare proposals on product design projects <ul style="list-style-type: none"> • Identify the objectives of the product design project • Outline the project • Provide a statement of main feature(s) of the new product to be designed • Outline the product to be designed • Provide a list of special conditions and limitations of the new product to be designed • Identify the users of the new product • List the roles and responsibilities of the designer • Provide the schedule and budget of the project • Prepare proposal to describe the plan of product design
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of outlining the product to be designed • Capable of preparing proposals on product design projects
Remark	----

Unit of Competency

Functional Area: Sales and Merchandising

Title	Develop product specification and product sample
Code	105205L3
Range	This unit of competency is applicable to practitioners in the import and export industry in developing product samples, submitting samples for customer approval, collecting customer feedback and taking appropriate follow up actions.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge product sample making <ul style="list-style-type: none"> • Describe the concept of product structure • Describe the process of making samples • Describe the sample making agreements • Describe the product sample submission process 2.1. Develop product samples <ul style="list-style-type: none"> • Make prototype to demonstrate the product made domestically will enable you to have greater control on exactly what you want. • Identify and select producers to participate the product development • Provide product specifications and customer requirements to the identified producer(s) • Prepare sample making agreement to provide detailed description of the product, quantity to be produced, production schedule, production cost, and responsibilities of producers 2.2. Inspection of samples <ul style="list-style-type: none"> • Examine the samples in accordance with the sample making agreement • Examine the samples to ensure their conformance to specified requirements • Test the samples to measure defects, deficiencies, and variations from pre-defined standards 2.3. Handle sample submission <ul style="list-style-type: none"> • Provide labels or tags on samples to show information of sample approval, e.g., item number, styles, colours, and product code • Prepare sample submission and sample approval documents • Prepare sample shipping documents, e.g., sample invoice and packing list • Arrange packing and shipping of samples to customers • Prepare the sample shipment documents, such as sample invoice, packing list, and export license (if applicable)) 3. Collect feedback <ul style="list-style-type: none"> • Follow up with customers on the submission of product samples • Collect feedback from customers on the product samples • Take appropriate actions to follow up the enhancement of samples (if required) • Take appropriate actions together with product development team to modify product features (if required)
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing samples and preparing sample making agreements • Capable of inspecting product samples • Capable of handling sample submission
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Produce quality control reports
Code	105206L3
Range	This unit of competency is applicable to practitioners in the import and export industry in controlling the product quality and developing the quality control reports for quality assurance.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of production management and product assurance <ul style="list-style-type: none"> • Describe the production activities to transform intangible inputs and tangible inputs to products • Describe process of quality assurance to detect and measure the variability of the product features 2.1. Establish the process of quality control <ul style="list-style-type: none"> • Identify the quality standard of the products • Establish the quality assurance process to detect product quality and set indicators to measure the variability of product features in the production system 2.2. Produce quality control report <ul style="list-style-type: none"> • Conduct quality checking according to the pre-determined measure • Determine the information (e.g., product, variety, date and time of inspection, total quantity inspected, quality and condition of products) to be included in the quality control reports • Use appropriate methods or format to produce the quality control report 3. Monitor quality assurance <ul style="list-style-type: none"> • Conduct quality audit to examine and record the process of quality assurance to determine the conformity • Identify non-conformances and take appropriate corrective actions
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of controlling product quality in product realisation • Capable of product quality control reports
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Perform selling of products
Code	105207L3
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the application of selling techniques to sell products.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of selling <ul style="list-style-type: none"> • Describe the product features and characteristics • Use a range of selling techniques to sell products 2.1. Use selling techniques <ul style="list-style-type: none"> • Identify company selling goals • Identify target customers • Identify the requirements of customers • Provide proposals and present products to customers • Seek feedback and response to queries • Negotiate payment terms and delivery schedules • Close the sales and follow up the transactions 2.2. Sell products <ul style="list-style-type: none"> • Complete sales transactions to meet company goals and customer requirements • Retain customers for future businesses
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the requirements and needs of customers • Capable of presenting the features of products clearly • Capable of negotiating the terms and conditions with customers
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Develop sales plans
Code	105208L3
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the development of sales plan to achieve sales target.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of developing sales action plan <ul style="list-style-type: none"> • Use a range to skills to estimate sale force and resource requirements • Use a range of skills to develop plans to increase sales revenue 2. Develop sales plan <ul style="list-style-type: none"> • Identify territory coverage and sales target • Identify sales strategies to achieve sales target • Estimate the sales force and resource requirements in order to reach the identified target • Prepare budget and schedule to achieve the identified target • Acquire required resources and use acquired resources efficiently • Develop quantifiable performance standard (e.g., budget, and sales revenue) and allocate to individual salesperson • Develop plans to increase sales revenue and enhance sales quality • Develop tactics to acquire new customers and retain existing customers • Provide detailed list of activities to be done • List the expected difficulties and propose solutions 3. Enhance sales activities <ul style="list-style-type: none"> • Keep track of sales activities, e.g., number of calls, number of appointments, number of closed sales, and sales volume • Collect sales data to compare actual sales performance against sales target • Identify the gap and take actions to achieve the sales target
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing sale plan • Capable of monitoring sales activities
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Develop relationship with customers
Code	105249L4
Range	This unit of competency is applicable to practitioners in the import and export industry to identify target customers and build relationship with them.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess and apply knowledge of Customer Relationship Management(CRM) <ul style="list-style-type: none"> • Evaluate the importance of CRM to the reputation, achievements and profitability of the company • Describe CRM skills 2.1. Identify target customers <ul style="list-style-type: none"> • Use appropriate approaches to understand the target market • Develop a target customer profile • Look into customer base to identify best prospect candidates 2.2. Differentiate customers <ul style="list-style-type: none"> • Differentiate customers in terms of their value to the company • Differentiate customer needs and requirements to develop customer relationships • Determine customer needs to establish CRM plan to maximise customer satisfaction and sales opportunities 2.3. Interact with customers to strengthen relationship <ul style="list-style-type: none"> • Interact with customers to strengthen relationship through such tools as visits, mails, and other communications • Maintain high ethical standards to enhance company credibility and maintain long-term relationship with customers 3. Customise products and services to customers <ul style="list-style-type: none"> • Monitor needs and expectations of customers • Use CRM skills to develop relationship with customers • Manage customer information, including customer information record, retrieve data base and data, update data, analyze relationship, compile reports, and make back-up • Customise products and services to target customers
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying target customers in the import and export industry • Capable of interacting with customers and establishing long-term relationship with customers
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Manage customer service
Code	105250L4
Range	This unit of competency is applicable to practitioners in the import and export industry in establishing and implementing customer service procedures.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess and apply knowledge of customer service management <ul style="list-style-type: none"> • Apply the principles of customer service management to define customer service procedures • Use appropriate approaches (e.g., best practices on discipline, services, and ethics) to implement and review customer service procedures 2.1. Define company principles <ul style="list-style-type: none"> • Seek advice from stakeholders of the company to define company objectives • Define company principles on customer service 2.2. Define duties and responsibilities <ul style="list-style-type: none"> • Determine the scope of services • Define duties and responsibility of staff members performing customer service 2.3. Define procedures <ul style="list-style-type: none"> • Establish the service standard of customer service • Develop guidelines for staff members to serve customers and solve routine problems • Define procedures for staff members to provide consistent and quality service to meet the pre-defined performance standard of customer service 2.4. Implement procedures <ul style="list-style-type: none"> • Consult relevant personnel to make decisions on implementation of procedures • Ensure compliance of the procedures to provide consistent service to customers • Implement procedures to solve routine problems and answer enquiries • Monitor progress in achieving quality customer service 3. Review and fine-tune customer service procedures <ul style="list-style-type: none"> • Identify solutions to overcome difficulties in meeting performance standard of customer service • Review with relevant parties to provide constructive advice to improve delivery of customer service • Make adjustments to enhance procedures • Provide recommendations to enhance the quality of products/services
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of defining duties and responsibilities of customer service staff members in the import and export industry • Capable of defining, implementing, and reviewing the procedures of customer services in the import and export industry
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Handle complaints on product and service quality
Code	105251L4
Range	This unit of competency is applicable to practitioners in the import and export industry to handle customer complaints on products quality, and take actions to retain customers.
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess and apply knowledge of customer service skills <ul style="list-style-type: none"> • Employ appropriate customer service skills to handle customer complaints • Apply relevant approach to evaluate customer feedback and customer behaviour 2.1. Handle customer complaints on product quality <ul style="list-style-type: none"> • Classify customer complaints and refer the cases to the relevant personnel to follow up • Investigate customer complaints on product or service quality • Take appropriate actions to settle customer complaints 2.2. Analyse customer complaints and feedback <ul style="list-style-type: none"> • Analyse the cases referred by staff regarding customer complaints on the quality of products or services • Identify the causes for customer complaints and solve the problem • Analyse degree of customer satisfaction by using appropriate techniques • Record customer complaints and degree of customer satisfaction for further improvement of the customer service • Use such tools as predictive models to calculate customer transactions for evaluating the risk or opportunity 3. Take preventive actions to enhance service quality <ul style="list-style-type: none"> • Assess specific behaviour of customers through frequent examination of customer spending, service usage, or service performance • Detect silent attrition, i.e., customers slowly but steadily reduce purchase of products • Take proactive actions to retain customers
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of handling customer complaints on product quality in the import and export industry • Capable of analysing customer complaints • Capable of taking prevention actions to retain customers
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Review quality of customer service
Code	105252L4
Range	This unit of competency is applicable to practitioners in the import and export industry to monitor and review the performance of customer service.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess and apply knowledge of customer service management <ul style="list-style-type: none"> • Apply principles of customer services management(e.g., value-added services, degree of customer satisfaction, performance measurement of customer service) to review customer service quality • Evaluate the respective rules or codes of practice in the import and export industry, e.g., rules on discipline, and services ethics 2.1. Formulate key performance indicators to measure performance <ul style="list-style-type: none"> • Formulate key performance indicators to monitor the performance of customer service from the perspective of service quality, customer service processes, and procedures • Establish appropriate mechanism to analyse relevant information and measure performance of customer services 2.2. Collect data on performance indicators <ul style="list-style-type: none"> • Identify the required data to evaluate the quality of customer services • Collect data to calculate key performance indicators • Report the customer service performance 2.3. Evaluate the performance of customer service <ul style="list-style-type: none"> • Evaluate the performance of customer service • Compare the service standards and performance with competitors in the import and export industry 3. Review key performance indicators for continuous improvement <ul style="list-style-type: none"> • Review key performance indicators and make adjustment for further improvement of quality of customer service • Review performance of individual staff members and recommend rewards or penalties
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating key performance indicators to measure performance in the import and export industry • Capable of collecting data to evaluate performance of customer service • Capable of reviewing key performance indicators for further improvement
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Implement marketing strategies
Code	105253L4
Range	This unit of competency is applicable to practitioners in the import and export industry to implement marketing strategies to retain existing customers and source new customers.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Employ a range of international marketing management skills <ul style="list-style-type: none"> • Evaluate the customer requirements in import and export industry • Describe various differentiation tools, e.g., product differentiation, service differentiation, channel differentiation, and image differentiation 2.1. Implement marketing strategies <ul style="list-style-type: none"> • Identify products to be marketed and develop marketing portfolio • Identify the tools to retain existing customers and source new customers • Estimate the required resources to implement marketing strategies and seek support to obtain required resources • Establish implementation plans for marketing strategies 2.2. Review marketing strategies <ul style="list-style-type: none"> • Identify the goals and expected outcomes of the marketing strategies • Collect data and information to evaluate the effectiveness of the marketing strategies • Review the effectiveness of the marketing strategies 3. Take actions to fine-tune marketing strategies <ul style="list-style-type: none"> • Present the findings of the reviews on the effectiveness of the marketing strategies • Provide options to enhance the effectiveness of marketing strategies • Take appropriate actions to fine-tune marketing strategies
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of implementing marketing strategies • Capable of reviewing marketing strategies • Capable of taking appropriate actions to enhance the effectiveness marketing strategies
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Develop marketing plans
Code	105254L4
Range	This unit of competency is applicable to practitioners in the import and export industry to apply the concepts of 4Ps and 4Cs to develop marketing plans to achieve identified goals.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of marketing mix and promotional mix <ul style="list-style-type: none"> • Apply the concept of 4Ps components of marketing mix(i.e., product, price, place and promotion) to develop marketing plans • Apply the concept of 4Cs components of marketing mix(i.e., customer solution, customer cost, convenience and communication) to develop marketing plans • Use main aspects of a promotional mix, e.g., advertising, personal selling, sales promotion, public relations, corporate image, direct marketing and exhibitions to develop marketing plans 2. Use the concept of marketing mix to develop marketing plans <ul style="list-style-type: none"> • Identify the goals to be achieved of the marketing plans • Collect relevant financial data, product data, sales data, and market data • Conduct a study on the company's 4Ps and 4Cs marketing mix to review the details of marketing activities • Identify existing and new customers • Employ main aspects of a promotional mix(e.g., advertising, personal selling, sales promotion, public relations, corporate image, direct marketing and exhibitions) to develop marketing plans 3. Develop effective marketing plans <ul style="list-style-type: none"> • Develop a clear statement to describe the specific marketing activities including sales targets, marketing budget, and promotional tools • Predict and quantify expected outcomes • Monitor the effectiveness of the marketing plans in accordance with the expected outcomes • Provide a working document to guide the implementation of marketing plans
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying knowledge of marketing mix to formulate marketing plan • Capable of developing marketing plan
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Implement marketing plans
Code	105255L4
Range	This unit of competency is applicable to practitioners in the import and export industry to implement marketing plans and review the effectiveness of marketing activities.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of marketing mix <ul style="list-style-type: none"> • Describe the marketing mix, e.g., 4Ps(Product, Price, Promotion and Place) and 4Cs(Customer solution, Customer cost, Convenience and Communication) • Use relevant tools to plan the implementation of determined marketing plans 2.1. Implement marketing plans <ul style="list-style-type: none"> • Identify marketing strategies and marketing plans to be implemented • Identify the expected outcomes and explain clearly to team members • Keep the communication channel open • Provide the detailed activities, e.g., cost to implement the plans, schedule, and other required resources to achieve the expected outcomes • List expected difficulties and identify solutions 2.2. Review marketing activities <ul style="list-style-type: none"> • Collect and analyse feedback from customers to evaluate the outcomes of marketing activities • Assess the effectiveness of marketing plans by examining the extent to which the expected outcomes are achieved • Provide feedback to relevant personnel participating in the formulation of marketing strategies 3. Implement marketing plans effectively <ul style="list-style-type: none"> • Compare the expected outcomes and actual performance outcomes to assess the effectiveness of the marketing plans • Provide recommendations and constructive advice on future directions • Adjust course of action to cope with changing business environment
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of implementing marketing plans • Capable of reviewing the effectiveness of marketing mix • Capable of reviewing marketing plans and making adjustments where appropriate
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Design marketing channels
Code	105256L4
Range	This unit of competency is applicable to practitioners in the import and export industry to design marketing channels. The tasks also involve the evaluation of the effectiveness and efficiency of marketing channels in making products available in the market.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of value-network and marketing channels <ul style="list-style-type: none"> • Describe the concept of value-network, i.e., a system of partnerships and alliances that is created by firms to source and deliver products/services • Describe concept of marketing channels, i.e., sets of interdependent firms involved in making a product/service available in the market • Employ a wide range of approaches to design marketing channels 2.1. Analyse customers' desired service outputs <ul style="list-style-type: none"> • Collect relevant information to analyse customers' desired service outputs • Identify constraints to achieve desirable service outputs 2.2. Establish objectives and constraints <ul style="list-style-type: none"> • Determine the standard of customer service • Establish the objectives of the use of marketing channels • Identify the constraints of the use of marketing channels • Design marketing channels 3. Design effective marketing channels <ul style="list-style-type: none"> • Identify channel alternatives by key elements, e.g., the type of business intermediaries, the number of intermediaries, and terms and responsibilities of each channel participants • Evaluate each channel alternative in terms of its effectiveness and efficiency
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of analysing customers' desired service • Capable of identifying major marketing channels and alternatives • Capable of evaluating marketing channels and alternatives
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Manage distribution channels
Code	105257L4
Range	This unit of competency is applicable to practitioners in the import and export industry to manage sets of interdependent firms in making products available in the market.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of marketing and distribution systems <ul style="list-style-type: none"> • Evaluate the operations of distribution system, i.e., vertical systems, horizontal systems, and multi-channel system • Employ a wide range of channel management skills to manage channel members to distribute products 2.1. Select channel members <ul style="list-style-type: none"> • Identify marketing objectives and select the appropriate distribution system • List the selection criteria in accordance with the company's marketing objectives • List the potential channel members • Evaluate and select channel members in accordance with selection criteria 2.2. Provide training to channel members <ul style="list-style-type: none"> • Collect relevant information to prepare the training materials, e.g., technical requirements, product specifications, and expected performance • Conduct training to deliver knowledge and practical skills in distributing the products 2.3. Motivate channel members <ul style="list-style-type: none"> • Work with channel members to agree marketing goals and associated strategies • Set the performance standard of distribution channel • Agree with channel members on the distribution process and performance standards • Provide feedback on the performance of channel members on a regular basis • Provide awards to motivate channel members if they meet expected performance standards 2.4. Evaluate channel members <ul style="list-style-type: none"> • Collect relevant information to conduct performance evaluation of channel members • Evaluate actual performance against agreed standards, e.g., sales quota attainment, average inventory levels, customer delivery time, and customer satisfaction 3. Manage distribution channels <ul style="list-style-type: none"> • Review the process of distribution and performance standards on a regular basis • Review and compare the performance of channel members on a regular basis • Take necessary steps to ensure that the quality of product and service provided to customers • Modify channel arrangements to optimise performance, e.g., modify distribution process, identify new channel members, revise training materials
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of selecting qualified and suitable channel members • Capable of conducting training to channel members • Capable of motivating channel members • Capable of evaluating performance of channel members and modifying channel arrangements
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Use of brand-building tools
Code	105258L4
Range	This unit of competency is applicable to practitioners in the import and export industry to use relevant tools to build brands to make the product market recognises the company's distinctive brand.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of brand-building tools <ul style="list-style-type: none"> • Evaluate the usefulness of brand-building tools(e.g., advertisement, public relations and press releases, sponsorships, factory visits, trade shows, event marketing, and public facilities) • Examine the cost-effectiveness of brand-building tools 2.1. Identify the product position <ul style="list-style-type: none"> • Use the concept of STP(i.e., segmentation, targeting, and position) to conduct market analysis • Discover different needs in the marketplace • Target groups that the product can satisfy in a superior way • Position the product so that the product market recognises the company's distinctive brand 2.2. Identify brand <ul style="list-style-type: none"> • Use packaging, and labelling to describe the product, attract attention and promote product • Use labelling to identify the brand 2.3. Use brand-building tools <ul style="list-style-type: none"> • Identify the objectives of brand-building • Identify the brand-building tools to build brand • Evaluate the expected performance of brand-building tools • Select the suitable brand-building tools for target groups 3. Use brand-building tools effectively <ul style="list-style-type: none"> • Compare the expected and actual performance of the selected brand to examine the extent to which objectives are achieved • Provide recommendation and make adjustment(if appropriate) • Use brand-building tools effectively to achieve pre-determined objectives
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying the knowledge of STP to position products • Capable of using relevant brand-building tools to build brands
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Select export facilities and services
Code	105259L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the evaluation and selection of appropriate export facilities and services in export trade.
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of export facilities and services <ul style="list-style-type: none"> • Identify export facilities and services, e.g., overdraft facilities, negotiation of export bills under documentary credit, negotiation under documentary collection bills advance, and factoring • Estimate the usefulness of export facilities and services in international trade 2. Select export facilities and services <ul style="list-style-type: none"> • Identify changes in business operating environment and customers' needs in export trade • Evaluate pros and cons of current export facilities and services • Collect relevant data from customers and financial institutions related to export facilities and services • Conduct data analysis and present results • Select appropriate export facilities and services 3. Use export facilities and services efficiently <ul style="list-style-type: none"> • Compare the consumption of resources (e.g., money, manpower, and time) with benefits from using the selected export facilities/services • Evaluate the efficiency of using the selected export facilities/services • Provide recommendation on selecting and handling export facilities/services • Establish procedures to handle export facilities and services
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of evaluating export facilities and service for export trade • Capable of analysing data for selecting appropriate export facilities and services
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Select import facilities and services
Code	105260L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the evaluation and selection of appropriate import facilities and services in import trade.
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of import facilities and services <ul style="list-style-type: none"> • Identify import facilities and services, e.g., Loan against imports (LAI), Trust receipt facilities (T/R), shipping guarantee, and overdraft facilities • Examine the usefulness of import facilities and services in international trade 2.1. Evaluate import facilities and services <ul style="list-style-type: none"> • Collect relevant data from customers and financial institutions related to import facilities and services • Identify changes in business operating environment, and customer requirements in import trade • Evaluate the effectiveness of current import facilities and services 2.2. Select import facilities and services <ul style="list-style-type: none"> • Identify the company goals of using import facilities and services • Examine the extent to which the company goals are being met by using import facilities/services • Select appropriate import facilities and services 3. Use import facilities and services efficiently <ul style="list-style-type: none"> • Compare the consumption of resources (e.g., money, manpower, and time) with benefits from using the selected import facilities/services • Evaluate the efficiency of using the selected import facilities/services • Provide recommendation on selecting and handling import facilities/services • Establish procedures to handle import facilities and services
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of collecting information and evaluating import facilities • Capable of analysing data for selecting appropriate import facilities and services
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Formulate plan for exhibitions
Code	105261L4
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate plan to participate in exhibitions in accordance with the company's business needs.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge relevant to exhibitions <ul style="list-style-type: none"> • Use a range of techniques to formulate strategies to participate in exhibition • Employ a range of skills to develop plans for exhibitions 2.1. Formulate plans for exhibitions <ul style="list-style-type: none"> • Identify business needs for exhibitions • Select exhibitions to participate in accordance with business needs • Set goals of the event • Determine budget for the event • Identify and select staff to manage the event 2.2. Organise exhibition activities <ul style="list-style-type: none"> • Determine exhibit needs • Plan exhibition activities (e.g., venue, promotion, decoration and presentation, booth and exhibit design, select suppliers, etc.) • Schedule exhibition activities (e.g., staff training, arrange rehearsals, travel arrangements, etc) • Review agenda and demonstrations 3. Review effectiveness of exhibitions <ul style="list-style-type: none"> • Provide a course of actions to achieve the pre-determined goals • Evaluate the outcomes of the exhibitions • Provide recommendation to enhance the plan for exhibition
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating plans for exhibitions • Capable of organising exhibition activities • Capable of reviewing effectiveness of exhibitions
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Develop and implement promotion plans
Code	105262L4
Range	This unit of competency is applicable to practitioners in the import and export industry to develop, implement, and evaluate promotion plans in according to the company's marketing strategies.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product promotion <ul style="list-style-type: none"> • Describe the positioning of the products to be promoted • Describe the use of promotional packages, e.g., brochures, business cards, factsheets, price lists, and folders • Describe the use of promotional aids, e.g., catalogues, display items, newsletters, samples, and websites 2.1. Develop promotion plans <ul style="list-style-type: none"> • Identify positioning of the products in accordance with the company's marketing strategies • Determine overall promotion objective • Collect relevant information to support planning of promotional activities • Identify and select promotional activities in accordance with marketing strategies and organisational requirements • Plan and schedule promotional activities according to the company's marketing strategies • Prepare budget for conducting the promotion activities • Develop detailed course of actions to promote products 2.2. Implement promotion plans <ul style="list-style-type: none"> • Identify and allocate staff and resources to support promotional activities both in international and domestic settings • Develop promotional packages and promotional aids • Use business networks to assist in the implementation of promotional activities • Identify and agree with support staff members on their roles and responsibilities to conduct promotional activities • Establish relationships with targeted groups, in both overseas and local settings, to enhance the positive image of the company • Oversee the implementation of promotion plans 3. Evaluate promotion activities <ul style="list-style-type: none"> • Establish performance standard of the promotion activities, e.g., budget, sales volume, and feedback from customers • Measure the actual performance against the standard • Evaluate the effectiveness of the promotion activities • Provide recommendations for future improvements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing promotion plans • Capable of implementing promotion plans • Capable of measuring and evaluating the performance of promotion plans
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Conduct product presentation
Code	105263L4
Range	This unit of competency is applicable to practitioners in the import and export to present products to customers to achieve company goals (e.g., build company brand, launch new products, or promote existing products).
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product presentation <ul style="list-style-type: none"> • Identify the objectives of product presentation, e.g., product promotion, new product introduction, or brand building • Identify target audience of the product presentation, e.g., buyers, distributors, or other business partners • Specify the market value of the product, e.g., product content(i.e., functions, characteristics, merits, design, and other special features), and product selling points 2. Conduct product presentation <ul style="list-style-type: none"> • Provide an introduction to hook the audience • Provide an agenda to inform the audience the coverage of the product presentation • Provide company information (e.g., brief company background, high-profile executives, and customer lists) to establish credibility • Present the product position and introduce how and why the product is different from others • Describe the product and use examples and successful cases to illustrate the products • Distribute promotion leaflet 3. Present product effectively <ul style="list-style-type: none"> • Present in a professional manner, using skills such as objection handling, body language, eye contacts and voice to sustain the interest of the audience • Evaluate end results of product presentation • Compare the end results with the objectives to identify gaps for enhancement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the objectives of product presentation and identifying target audience • Capable of specifying the market value of the product • Capable of conduct product presentation
Remark	----

Unit of Competency

Functional Area: Sales and Merchandising

Title	Develop product knowledge
Code	105264L4
Range	This unit of competency is applicable to practitioners in the import and export to convert product knowledge into benefits and create unique selling proposition (USP).
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product management <ul style="list-style-type: none"> • Describe the principles of product management, including define, develop, deploy, and maintain products and services • Describe the four main stages of product life cycle, i.e., market introduction stage, growth stage, maturity stage, and saturation and decline stage 2.1. Acquire product knowledge <ul style="list-style-type: none"> • Identify various information sources about products in a specified area • Identify product features, and uses • Identify strengths and weaknesses of product • Identify service support details, e.g., warranties and other support services 2.2. Convert product knowledge into benefits <ul style="list-style-type: none"> • List all the benefits of the product • Compare the product with competitors' products • Identify core benefits of product (i.e., driving factors behind the successful product) • Present core benefits of product which have high market value 3. Apply product knowledge to create unique selling proposition (USP) <ul style="list-style-type: none"> • Identify unique product benefits (i.e., factors that satisfy customer needs) • Use (USP) to present the unique benefits and the value to target market
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of acquiring product knowledge in the market to innovate products • Capable of identifying unique benefit of the product and creating unique selling proposition
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Assess product performance
Code	105265L4
Range	This unit of competency is applicable to practitioners in the import and export in comparing product performance with competitors, assessing product performance, and taking steps to enhance product performance.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product management <ul style="list-style-type: none"> • Apply the concept product marketing (i.e., product, pricing, place and promotion) to assess product performance • Employ a wide range of pricing tools (e.g., cost-plus pricing, skimming, limit pricing, market-oriented pricing, penetration pricing, price discrimination, premium pricing, contribution margin-based pricing, target pricing, marginal-cost pricing, value-based pricing) 2.1. Collect trade history of products <ul style="list-style-type: none"> • Collect trade and supply data on specific products from external sources • Collect relevant data to evaluate the actual product performance, including past, current, and forecast trend from internal sources 2.2. Conduct performance analysis <ul style="list-style-type: none"> • Identify market trends in sales activities • Identify factors that influence sales activities, including price, place, and promotion • Compare internal sales activities with competitors across brands and product categories • Determine alterations to stock level, distribution channels, and promotional activities • Examine impact of alterations in stock and price against the pre-determined product marketing strategies 3. Assess product performance <ul style="list-style-type: none"> • Determine the standard of product performance, e.g., production costs, revenue from sales, profit from sales, distribution costs, and promotional expenses • Determine the variations between current and desirable performance • Prepare information and provide report on product performance • Provide recommendations to enhance product performance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of collecting relevant information to conduct performance analysis • Capable of determining standard and assessing product performance • Capable of providing recommendation to enhance product performance
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Provide recommendations to enhance or develop products
Code	105266L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the application of product knowledge to provide recommendation to enhance products or develop new products.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product management <ul style="list-style-type: none"> • Evaluate product features and product benefits • Use a wide range of information to identify gap 2. Identify product gap <ul style="list-style-type: none"> • Identify competitors and their products • Compare their product features and product benefits • Identify the desirable product features and product benefits of the target market • List all the features and benefits of the existing products • Highlight the gaps between existing product features and desirable product features • Take steps to fill the product gaps • Provide recommendations to enhance the products or develop new products to meet customer needs 3. Specify product requirements <ul style="list-style-type: none"> • Define customer needs or market requirements • Specify requirements to create new products or modify existing products that provide new or additional benefits to customers
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying product gaps • Capable of providing recommendations to fill product gaps
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Formulate product development plans
Code	105267L4
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate product development plans to create new products or modify existing products to meet market needs.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <p>1.1. Possess knowledge of principles of product development</p> <ul style="list-style-type: none"> • Develop a rigorous approach to acquire knowledge of various stages of product development from converting ideas to launch of commercially viable product • Evaluate the product development cycle <ul style="list-style-type: none"> • Describe the stages product goes through from introduction to withdrawal from the specific market • Use such tools as pricing, promotion, packaging, and distribution to prolong the life of the product <p>1.2. Possess concepts of long-term and short-term product development plans</p> <ul style="list-style-type: none"> • Describe product development for the creation of new product to provide new or additional benefits to customers • Describe product development that involves modifications of an existing product to meet the needs of new markets <p>2. Formulate product development plans</p> <ul style="list-style-type: none"> • Identify the operational goals and financial goals of the company • Identify tasks from converting idea to introducing commercially viable products for achieving the pre-defined operational objectives and financial goals • Prepare set of documents to serve as a blueprint for product development • Formulate product development plans to create new products and modify products to meet customer needs • Formulate plans to use relevant tools to prolong the life of the product <p>3. Review the effectiveness of product development plans</p> <ul style="list-style-type: none"> • Review the progress and the effectiveness of product development plans • Compare the actual conditions with the pre-determined operational and financial goals • Identify the gap and develop effective plan to achieve the specific goals
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying tasks throughout the product life cycle • Capable of formulating product development plans • Capable of reviewing the effectiveness of product development plans
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Undertake design duties
Code	105268L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the use of product management skills to design products and provide product specification.
Level	4
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product management <ul style="list-style-type: none"> • Use a range of product management skills to manage the development and marketing of new products • Use set of activities to develop product and get the product to market throughout the product life cycle 2.1. Design product <ul style="list-style-type: none"> • Analyse the features and functions of product to be designed • Outline the product performance in terms of its efficiency, safety and reliability • Outline the attractiveness of the product to targeted customers • Outline the cost-effectiveness of the product to be designed and produced • Apply the knowledge of product management to conduct product design 2.2. Provide product specification <ul style="list-style-type: none"> • Determine the functionality of the product • Determine the product performance • Provide detailed performance and technical specifications to specify the requirements of new product 3. Consider the environmental and economic implications in product designs <ul style="list-style-type: none"> • Balance the financial and environmental impact in designing products
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying the knowledge of product management to conduct product design • Capable of providing product specification
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Determine market acceptance
Code	105269L4
Range	This unit of competency is applicable to practitioners in the import and export industry in assessing the technical feasibility and commercial viability to determine the market acceptance of new products.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Knowledge of product management</p> <ul style="list-style-type: none"> • Use a range of product management skills to manage the development and marketing of new products • Use set of activities to develop product and get the product to market throughout the product life cycle <p>2.1. Investigate the acceptability</p> <ul style="list-style-type: none"> • Investigate the essential features of the product to meet customer requirements • Evaluate the perceived benefits of the product and the desirable attributes of the product • Identify the level of acceptability of the product from the perspectives of product physical attribute, product functional attribute, and operational attribute <p>2.2. Determine the market acceptance of new products</p> <ul style="list-style-type: none"> • Identify the condition in which the new product satisfy the needs of the target markets • Evaluate the technical feasibility to produce the product • Evaluate the feasibility to produce the product within the estimated costs • Evaluate the profitability of launching the product to the targeted market • Determine the acceptance of the new product by the targeted market
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the level of acceptability of the product • Capable of determining the market acceptance of new product
Remark	----

Unit of Competency

Functional Area: Sales and Merchandising

Title	Co-ordinate manufacturing and design
Code	105270L4
Range	This unit of competency is applicable to practitioners in the import and export industry to set the desirable condition of the product and co-ordinate manufacturing and inspection of products.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of design and production <ul style="list-style-type: none"> • Describe the conversion of concept or idea into configuration or specification • Describe the processes of transformation of intangible(e.g., concepts and ideas) inputs and tangible inputs(e.g., raw materials and semi-finished goods) into products 2. Co-ordinate product design and production <ul style="list-style-type: none"> • Identify the desirable condition of the product • Determine product specification • Set production schedule and estimate production cost • Conduct analysis of producibility and production processes according to the product features • Co-ordinate the application of production methods, tools and equipment • Co-ordinate the use of resources to achieve the desirable outcomes • Co-ordinate the production of the products • Co-ordinate the inspection of the products • Co-ordinate the use of cost control techniques in product manufacturing 3. Consider cost and environmental implications in design and production <ul style="list-style-type: none"> • Make adjustment in design by taking into account the cost and environmental implication in designing and manufacturing products
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying desirable condition of the product, setting production schedule, and estimating production cost • Capable of co-ordinating product design and manufacturing operations • Capable of using cost control techniques in producing products
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Apply and comply with intellectual property
Code	105271L4
Range	This unit of competency is applicable to practitioners in the import and export industry in protecting the intellectual property of products.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1.1. Know the principles of intellectual property <ul style="list-style-type: none"> • Describe the importance of intellectual property rights • Know the coverage, claiming procedures, and legal responsibility of intellectual property laws 1.2. Explain the groups and classifications of intellectual property <ul style="list-style-type: none"> • Describe the groups of intellectual property (i.e., trademarks, patents, copyright, designs, plant varieties, and the layout design of integrated circuits) • Describe the general classification of intellectual property to classify design articles (e.g., Locarno Classification by the World Intellectual Property Organisation) 2.1. Comply with intellectual property <ul style="list-style-type: none"> • Impart information to staff members to enhance the compliance of intellectual property • Conduct compliance audit to confirm that the company's product design activities meet the requirements of intellectual property related rules and regulations 2.2. Apply the knowledge of intellectual property against infringement <ul style="list-style-type: none"> • Identify the coverage of design elements of intellectual property, e.g., shape, configuration, pattern, or ornament of a product • Identify the company's new design and make decision to file an application to register the new design • Complete the application form and list the class or classes of the new design • Submit the application to the Designs Registry • Monitor the stages of registration:(1) examination of the filing date,(2) formality examination, and (3) registration and issue of certificate of registration 3. Cultivate respect for intellectual property rights in the company <ul style="list-style-type: none"> • Through daily operations in all phases of product design, promote a company culture of respect for intellectual property rights • Set standard and operation guide on intellect property in the company
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting compliance audit • Capable of applying the knowledge of intellectual property against infringement
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Enhance the appearance and structure of products
Code	105272L4
Range	This unit of competency is applicable to practitioners in the import and export industry to use product structure activities to enhance the appearance and structure of products.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product structure <ul style="list-style-type: none"> • Describe product structure, i.e., hierarchical decomposition of a product • Describe the key components of product structure, i.e., product breakdown and product structure views 2. Improve the appearance and structure of products <ul style="list-style-type: none"> • Define product components by providing a list of parts for the product • Define product assortment by defining and specifying variants and alternative items (i.e., parts, sub-assembly and assembly) • Conduct product structuring to define relationship between items • Create master structure to describe the relationship of the items • Define product structure view to specify the needed view of the product
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of creating master structure to describe the relationship of the items (i.e., parts, sub-assembly, and assembly) • Capable of defining product structure view
Remark	----

Unit of Competency

Functional Area: Sales and Merchandising

Title	Formulate production plans
Code	105273L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the application of product management skills to formulate the production plans.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of production management <ul style="list-style-type: none"> • Apply a range of product management skills to formulate plans to produce product or a set of products • Apply a range of production management skills to formulate plans to transform inputs(both tangible and intangible inputs) into products 2. Formulate production plans <ul style="list-style-type: none"> • Identify the company goals, e.g., maximising profit and maintaining satisfied customer base • Identify and select methods to produce products to achieve the pre-determined company objectives • Co-ordinate the procurement and supply of raw materials, manpower, and other necessary resources • Specify production schedule, estimate production cost, and set product quality • Establish quality assurance process to detect and measure variability of produced products • Formulate course of action to be taken to produce products 3. Formulate productive production plans <ul style="list-style-type: none"> • Evaluate the effectiveness of production plans by examining the extent to which the company goals have been achieved and take appropriate corrective actions to achieve the goals • Measure the productivity of the production plans to determine cost efficiency and develop action plans to enhance the productivity
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating production plans • Capable of establishing quality assurance process
Remark	----

Unit of Competency

Functional Area: Sales and Merchandising

Title	Manage production
Code	105274L4
Range	This unit of competency is applicable to practitioners in the import and export industry to manage the production operations in transforming tangible and intangible inputs to products.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of production management <ul style="list-style-type: none"> • Deal with the production activities to transform intangible inputs and tangible inputs to products • Use a range of management skills to manage processes and methods to produce products 2. Plan and co-ordinate production <ul style="list-style-type: none"> • Identify the goals of production requirements, e.g. customer requirements, budget constraint, product quality standard • Plan and co-ordinate the provision of intangible inputs, including product knowledge and technical information • Plan and co-ordinate the procurement of tangible inputs, including raw materials and semi-finished products • Plan and allocate such resources as production facilities, equipment, machines, and tools • Establish production process and safe working environment guidelines to produce products • Set production schedule to produce products to response in customer orders • Provide solution to routine and non-routine problems arising in production processes • Co-ordinate production activities to handle materials, parts, assemblies, and sub-assemblies • Control such activities as production schedule, production cost, inventory level, and product quality • Manage waste to prevent inefficient use of resources consumed 3. Manage production effectively <ul style="list-style-type: none"> • Set production performance standards, e.g., productivity, input/output ratio, rate of back order, and budget • Compare actual performance with the standard • Review and modify procurement of inputs and production processes to produce products
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of dealing with issues to transform inputs into products • Capable of managing production effectively • Capable of evaluating production performance
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Manage product claim and rejection
Code	105275L4
Range	This unit of competency is applicable to practitioners in the import and export industry to handle rejected products. Tasks also involve identification of non-conforming products in receiving stage, in-process stage, and after delivery stage.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <p>Performance requirements</p> <p>Possess knowledge of product claims</p> <ul style="list-style-type: none"> • Describe product quality standards and sample inspection/testing procedure • Outline methods to identify non-conforming products in various stages, including (1) receiving from suppliers stage, (2) in-process stage, and (3) after delivery stage • Outline methods to identify company loss and evaluate company damage <p>2.1. Handle non-conforming product in receiving stage</p> <ul style="list-style-type: none"> • Identify quality standards/requirements of raw materials, parts and components, or sourced products • Arrange product inspection/testing in accordance with required specifications • Take appropriate actions (including produce non-conformance report, notify concerned supplier, keep non-conforming material in “non-conforming area” until it is disposed, arrange sending of new lot of material/part/product) to handle rejected product <p>2.2. Handle non-conforming product in in-process stage</p> <ul style="list-style-type: none"> • Identify quality standards/requirements of product produced • Arrange product inspection and/or quality checking on product produced in accordance with required specifications • Take appropriate actions (including produce non-conformance report, inform relevant parties, keep rejected product in designated area, arrange rework, maintain deviation record) to handle non-conforming products • Review non-conforming cases on a regular basis and take appropriate corrective actions <p>2.3. Handle product claim after delivery stage</p> <ul style="list-style-type: none"> • Identify product quality standards and samples for inspection in according to sales contract • Arrange product inspection/testing and evaluate loss/damage • Identify various alternatives (e.g., carry out rework, send back to supplier, arrange commercial settlement, seek expert advice, take legal action) • Assess/compare alternatives and provide cost-effective recommendations to resolve product claim from customer • Review product rejection regularly and take preventive actions
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of handling rejected products in receiving stage and in-process stage • Capable of handling product claims after product delivery • Capable of reviewing product rejections and taking corrective and preventive actions
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Implement product recalls
Code	105276L4
Range	This unit of competency is applicable to practitioners in the import and export industry in handling customer complaints and product recalls through the logistics chain.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of principles of product recalls and product management <ul style="list-style-type: none"> • Use a wide range of skills to handle product recall • Use a wide range of skills to organise a range of activities to get product to market and provide support 2. Implement product recall <ul style="list-style-type: none"> • Co-ordinate with relevant parties to identify the need of recall and the scope of the recall • Notify the relevant parties (e.g., manufacture, dealers) • Co-ordinate to establish consumer hotlines or communication means to respond customer enquiries • Release product recall announcement • Establish contingency plan and recall procedures • Provide the action plan to flow the products through the logistics chain for recycling or disposal 3. Manage product recalls in a professional manner <ul style="list-style-type: none"> • Consider possible customer responses in implementing product recalls to minimise negative impact on company image • Maintain good relationships with customers during product recall and pave the way for future businesses
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of establishing recall procedures • Capable of providing action plan to handle product recalls
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Formulate sales estimates of products
Code	105277L4
Range	This unit of competency is applicable to practitioners in the import and export industry in estimating market size and market share, and formulating sales estimates of products.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of sales estimates of products <ul style="list-style-type: none"> • Employ a range of skills to estimate the products in the market, the potential buyers and sellers • Evaluate the product features to predict the market share 2. Formulate sales estimate <ul style="list-style-type: none"> • Collect relevant market information to determine the market size • Estimate the total sales volume of the product according to the targeted market share • Conduct an estimation on expenses of sales related activities • Estimate the other related costs (e.g., sales expenses, production costs and distribution costs) • Estimate total revenue based on the product price and sales volume • Estimate the profit level • Develop the formula to estimate sales 3. Evaluate sales estimates <ul style="list-style-type: none"> • Collect data/information to compare the actual sales figures against the sales estimate • Identify and investigate the variations • Take appropriate actions to revise the sales estimates
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of collecting information/data to estimate market size and market share • Capable of estimate total sales volume and total revenue • Capable of formulating sales estimate effectively
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Manage sales teams
Code	105278L4
Range	This unit of competency is applicable to practitioners in the import and export industry to develop plans to manage sales teams, and review sales performance.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of sales management <ul style="list-style-type: none"> • Use a range of skills to identify sales strategies and sales targets • Use a wide range of tools to manage sales activities 2.1. Determine sales target <ul style="list-style-type: none"> • Conduct external and internal situational analysis to identify sales strategies • Analyse current territory coverage and set target coverage • Establish territory coverage plans to reach target markets • Determine the sales volume to achieve 2.2. Develop plans to manage sales force <ul style="list-style-type: none"> • Set the hierarchical structure of sales teams • Define role, power, and responsibilities of team members • Establish sales policies and procedures • Determine remuneration packages to motivate sales persons to meet the sales targets • Develop quantifiable indicators (e.g., budget and quota) as a standard to measure sales performance • Establish a course of actions to achieve the targeted sales • Establish plans to retain loyal customers and create new customers 2.3. Manage sales activities <ul style="list-style-type: none"> • Identify tasks to be performed for sales teams to achieve sales targets • Develop sales procedures to conduct sales activities and support sales forces • Implement sale procedures • Review sales procedures on a regular basis • Take action to revise sales procedures (if required) 3. Improve sales team performance <ul style="list-style-type: none"> • Review sales performance against target regularly to identify gaps • Determine the factors for low performance, and take remedial actions such as motivation, coaching, or additional resources and support • Provide effective recommendations for further improvement in sales performance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of determining sales target • Capable of managing sales activities • Capable of reviewing sales team performance for continuous improvement
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Train sales teams
Code	105279L4
Range	This unit of competency is applicable to practitioners in the import and export industry to identify training needs, and organise training activities to attain the required sales target and satisfy customers.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of training and development <ul style="list-style-type: none"> • Use a range of skills to identify training needs • Use a range of skills to organise training activities 2.1. Identify training needs <ul style="list-style-type: none"> • Determine the performance requirements • Evaluate the gap between current situation and the required performance • Identify the training needs to facilitate sales persons to attain the required level of skills and knowledge to satisfy customers • Identify development needs to enhance the performance of sales persons 2.2. Organise training activities <ul style="list-style-type: none"> • Formulate learning outcomes • Identify trainers or facilitators • Co-ordinate with relevant parties to prepare training materials • Plan for training delivery including training room layout, equipment requirement, and handouts • Conduct training sessions to impart information/instructions to enhance sales performance 3. Enhance training activities <ul style="list-style-type: none"> • Identify hard data (e.g., item sold, customer retention rate, and sales figure) and soft data (e.g., customer satisfaction level, attitudes, and relationship with customers) • Collect data and/or conduct survey to compare the pre-training and post-training sales performance • Evaluate the effectiveness of the training activities • Provide recommendations for further improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying training needs • Capable of organising training activities • Capable of evaluating training activities
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Prepare contracts
Code	105280L4
Range	This unit of competency is applicable to practitioners in the import and export industry to prepare contracts to protect the interest of the company.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of contract management <ul style="list-style-type: none"> • Use a range of skill to anticipate potential contract problems • Employ contract management skills to prepare contracts 2.1. Prepare contracts <ul style="list-style-type: none"> • Identify clearly all essential prerequisites • Define goods or services to be provided • Set requirements and performance standards • State compensation clearly • State payment schedule and financing terms clearly • Provide the information of effective dates, termination dates, and renewal dates • Identify potential risks and liabilities • Address identified potential risks and liabilities 2.2. Formulate contract terms <ul style="list-style-type: none"> • Define rights and obligations of all parties involved • Set condition and/or warranty • Determine the need to seek legal advice • Make provisions for potential problems that may lead to disputes • Review documents, responsibilities, terms and conditions to avoid contractual problems 3. Prepare contract in a professional manner <ul style="list-style-type: none"> • Prepare contracts to always protect the interest of the company • Maintain fairness in manner and clarity in presentation
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of defining rights and obligations of all parties involved • Capable of formulating contract terms • Capable of preparing contracts effectively
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Monitor contracts
Code	105281L4
Range	This unit of competency is applicable to practitioners in the import and export industry to apply contract management skills and monitor operational performance.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of contract management <ul style="list-style-type: none"> • Describe the contract requirements • Use a range of contract management skills to monitor contacts 2.1. Conduct contract administration <ul style="list-style-type: none"> • Conduct contract administration to manage vendors and business operations throughout the contract period • Gain commitment from vendors and customers to support the operations • Define vendor contract administration activities and establish operational procedures required to monitor operational performance • Communicate and obtain agreement with vendors and customers on the operational procedures and schedule • Agree with vendors and customers on the operational procedures and schedule 2.2. Liaise with vendors and customers <ul style="list-style-type: none"> • Identify contract requirements • Set standard to measure operational performance • Collect relevant data/information to evaluate operational performance • Identify the gap by comparing actual performance against standard • Communicate with vendors on the existing gap and develop plan to fill the gap 3. Monitor operational performance <ul style="list-style-type: none"> • Monitor operational performance and evaluate the compliance of vendors and customers to contract requirements • Develop and implement improvement plans to achieve the standard performance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of managing contracts activities with vendors and customers throughout the contract period • Capable of monitoring and evaluating the operational performance
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Renew, terminate, and conclude contracts
Code	105282L4
Range	This unit of competency is applicable to practitioners in the import and export industry to evaluate operational performance to make decision to renew or terminate contracts with vendors.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of contract management <ul style="list-style-type: none"> • Describe the contract requirements • Use a range of contract management skills to monitor contacts 2.1. Evaluate contracts <ul style="list-style-type: none"> • Review the contract and supporting documents • Identify the contract requirements and evaluate the extent to which vendors and customers has met the requirements • Conduct review meetings with vendors and customers before the expiration of contracts 2.2. Terminate contracts <ul style="list-style-type: none"> • Review operational performance to determine the gap between the actual performance and the required standard • Make decision to terminate the contract • Select new business partners and conclude new contracts • Inform all relevant parties on the appointment of new business partners 2.3. Arrange contract renewal <ul style="list-style-type: none"> • Review the performance to confirm that the actual performance meets the required standard • Make decision to renew the contract • Negotiate with business partners for contract renewal
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of evaluating contracts • Capable of arranging contract termination • Capable of negotiating the renewal contracts
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Formulate procurement plans
Code	105283L4
Range	This unit of competency is applicable to practitioners in the import and export industry to estimate procurement requirements, establish purchasing guidelines, and inventory control principles.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of procurement <ul style="list-style-type: none"> • Use relevant techniques to estimate procurement requirements • Develop series of steps to acquire goods from requisition to receipt 2.1. Estimate the procurement requirements <ul style="list-style-type: none"> • Estimate the number of items to be procured • Estimate the quantity to be procured 2.2. Formulate procurement plans <ul style="list-style-type: none"> • Determine the quality standards of the items to be procured • Determine the constraints (e.g., delivery schedule and lead time) • List steps to prepare the request for proposal and/or request for quotation • Provide guideline to search for suppliers and determine supplier selection criteria • Conduct value analysis to identify and select the potential suppliers • Determine bottom line and tactics to negotiate with potential suppliers on prices and other terms • Establish guidelines to make the purchase • Develop procedure for contract administration • Set inventory control principles • List steps to receive goods, inspect goods, and process invoice and payment 2.3. Review procurement plans <ul style="list-style-type: none"> • Review the procurement procedures on a regular basis • Compare the quality of goods received against standards • Evaluate the capability of suppliers to meet the pre-determined constraints • Identify the gap between actual performance against standard • Provide recommendations and make adjustments on procurement plans
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of estimating procurement requirements • Capable of formulating procurement plans • Capable of reviewing procurement plans
Remark	---

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Develop relationships with suppliers
Code	105284L4
Range	This unit of competency is applicable to practitioners in the import and export industry to develop and maintain good relationships with suppliers to enhance operational efficiency.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of supplier relationship management <ul style="list-style-type: none"> • Apply relevant skills to conduct strategic assessment • Use a range of techniques to evaluate alternative partners • Use a range of skills to establish and implement continuous improvement 2.1. Identify and select partners <ul style="list-style-type: none"> • Perform strategic assessment <ul style="list-style-type: none"> • Identify customer requirements and industry trends • Identify the company's position in respective supply chains • Conduct gap analysis to identify the desired situation • Establish target and key performance measurements • Make decision to form relationship • Identify potential partners and conduct evaluation • Select partners 2.2. Build relationship <ul style="list-style-type: none"> • Develop communication channels • Integrate the business operations with selected partners to minimise redundancy and utilise the available resource • Establish mutual benefit agreement • Determine mutually agreed quality standard and performance measurement • Share risks and profits with selected partners 3. Implement continuous improvement process <ul style="list-style-type: none"> • Develop relationship with selected partners to ensure the business operations in the most cost-effective ways • Monitor the quality standard and performance outcomes of selected partners • Collaborate with selected partners to implement continuous improvement process
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying and selecting partners • Capable of building relationship with selected partners • Capable of collaborating with selected partners to implement continuous improvement process
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Conduct marketing research
Code	105316L5
Range	This unit of competency is applicable to practitioners in the import and export industry. The tasks involve the application of data collection and data analysis skills to conduct marketing research.
Level	5
Credit	9 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of marketing research <ul style="list-style-type: none"> • Apply the principles of marketing in conducting marketing research • Employ market research methods (including quantitative and qualitative research approaches) to conduct marketing research • Use relevant tools (e.g., SAS, and SPSS) for conducting marketing research 2.1. Define research objectives <ul style="list-style-type: none"> • Define scope of research • Develop preliminary research objectives • Review and finalise research objectives 2.2. Develop research plans <ul style="list-style-type: none"> • Evaluate the effectiveness of research methods • Select the appropriate market research methods • Establish the market research plans • Assess the effectiveness of the market research plans 2.3. Collect information/data <ul style="list-style-type: none"> • Prepare and arrange resources for data collection • Use relevant research method to collect data and information • Record data and information 2.4. Analyse information/data and business environment <ul style="list-style-type: none"> • Conduct checks on reliability and validity of collected data and information • Select appropriate techniques to summarise data and information • Process data and conduct data analysis by using relevant tools • Interpret data and information to provide findings relevant to research objectives 2.5. Present findings <ul style="list-style-type: none"> • Assess findings for relevance and usefulness to research objectives • Prepare research reports • Present research findings in appropriate formats 3. Provide recommendations <ul style="list-style-type: none"> • Provide recommendations to enhance marketing activities based on research findings • Provide recommendations to enhance the methodology of future marketing research
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of defining research objectives, developing research plans, and collecting data, • Capable of analysing data and presenting findings • Capable of providing recommendations to enhance marketing activities
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Formulate marketing strategies
Code	105317L5
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate marketing strategies to promote existing products or launch new products. The tasks involve the selection of potential markets, determination of target markets, and profiling target customers
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of marketing management <ul style="list-style-type: none"> • Evaluate customer requirements in import and export industry • Analyse marketing strategies by using various differentiation tools, e.g., product differentiation, service differentiation, channel differentiation, and image differentiation • Use the appropriate tools to formulate marketing strategies 2.1. Explain international market and business strategy <ul style="list-style-type: none"> • Describe the political, technological, economic, and social environment of international markets • Describe the use of different differentiation tools to formulate business strategies 2.2. Select potential markets <ul style="list-style-type: none"> • Evaluate the products to be marketed • List potential markets for further investigation • Identify information sources and criteria for selection of international markets • Assess suitability of international markets for product or service • Select international markets to develop market profiles (i.e., to list the detailed information of purchasers and competitors) 2.3. Identify and select segmentation descriptors <ul style="list-style-type: none"> • Evaluate and select approaches to determine target markets • Define the target market for products and select market segments • Identify segmentation descriptors, e.g., geographic, demographic, cultural, and psychographic bases 2.4. Profile target customers <ul style="list-style-type: none"> • Consolidate data and information to describe selected market segments • Use relevant tools to develop customer profiles • Present customer profiles 3. Formulate effective marketing strategies <ul style="list-style-type: none"> • Use appropriate tools to interpret customer profiles of target markets • Identify and select marketing strategies to meet customer requirements • Use available information sources to check appropriateness and effectiveness of selected marketing strategies
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying the knowledge of marketing management to select potential markets • Capable of identifying and selecting segmentation descriptors • Capable of profiling target customers • Capable of formulating effective marketing strategies
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Make branding decisions
Code	105318L5
Range	This unit of competency is applicable to practitioners in the import and export industry to identify the challenges of branding and make appropriate branding decisions to establish product prominence in the market.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of a branding <ul style="list-style-type: none"> • Evaluate the concept of branding critically, e.g., six levels of meaning: attribute, benefit, value, culture, personality, and user • Employ relevant tools to make key decision in branding, e.g., brand-sponsor decisions, brand-name decisions, brand-strategy decisions, and brand-reposition decisions 2.1. Identify branding challenges <ul style="list-style-type: none"> • Identify the outcomes of branding (e.g., establish significant and differentiated products, attract customers, and retain customers) • Identify product attributes such as quality, features, style and design to create a unique image for the product • Use name, term, sign, symbol and/or design to create a unique name for the product 2.2. Evaluate the brand equity <ul style="list-style-type: none"> • Evaluate the brand equity(e.g., the extent of brand loyalty, name awareness, and perceived quality) • Evaluate the assets associated with brand(e.g., patents, trademarks, and channel relationships) 2.3. Create unique name and image for the products <ul style="list-style-type: none"> • Review the association between brand name and product features • Review the pronunciation and recognition of the brand name • Review the extendibility of the brand name • Make a choice of brand name taking into consideration for critical success factors, such as ease of translation into foreign languages, distinctiveness, and the ability to register without infringement of existing brand names 3. Make branding decision effectively <ul style="list-style-type: none"> • Create a unique image and name for the product • Make effective branding decision to establish product prominence in the market • Make effective branding decision to attract new customers and retain loyal customers
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the challenges of branding • Capable of evaluating the brand equity • Capable of making branding decisions
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Select brand extension strategies
Code	105319L5
Range	This unit of competency is applicable to practitioners in the import and export industry to select appropriate brand extension strategies to achieve the company's marketing objectives.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of brand strategies <ul style="list-style-type: none"> • Identify a list of brand strategies • Evaluate the usefulness of such brand strategies as line extensions (existing brand name extends to new lines), brand extensions (brand names extend to new products), multi-brands (new brand names introduced to existing products), and new brands (new brand names for new products) 2.1. Identify the pros and cons of brand extension strategies <ul style="list-style-type: none"> • Identify the benefits of brand extension strategies • Identify the cons of brand extension strategies 2.2. Evaluate and select extension strategies <ul style="list-style-type: none"> • List the company's target groups • Examine the position of the products • Evaluate the effectiveness of the brand extension strategies • Select strategies for brand extension 3. Use effective brand extension strategies <ul style="list-style-type: none"> • Identify the marketing objectives of the company • Examine the expected outcomes of the selected brand extension strategies • Align the brand extension strategies with marketing objectives • Provide recommendation to select effective brand extension strategies
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the pros and cons of each brand extension strategy • Capable of evaluating the effectiveness of brand extension strategies • Capable of selecting suitable brand extension strategies
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Develop products
Code	105320L5
Range	This unit of competency is applicable to practitioners in the import and export industry to conduct product analysis and develop new products.
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product trends <ul style="list-style-type: none"> • Critically evaluate the product trends • Examine the latest information of product development • Identify the customer needs for product design and cultural trend in the target market 2. Develop products <ul style="list-style-type: none"> • Screen new product ideas(i.e., an idea for a possible product) to drop poor ideas and pick good ideas • Develop attractive product idea into product concept (i.e., a detailed version of the idea) • Conduct product concept testing with target customers • Design initial marketing strategies based on the new product concept • Conduct business analysis to estimate sales and expected costs for the product • Evaluate the profitability of the product and determine the financial attractiveness of the product • Develop and test the physical version (or prototype) of the product concept • Conduct test marketing, i.e., test the product and the marketing programme (including positioning strategy, advertising, distribution, pricing, branding, and packaging) • Evaluate the results from test marketing and make final decision to introduce the new product into the market 3. Innovate new product <ul style="list-style-type: none"> • Innovate new products by developing a new product, redesigning a product, or improving a product substantially • Create new products with product benefits that meet customer needs
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting analysis to develop products • Capable of innovating new products
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Conduct contract negotiation
Code	105321L5
Range	This unit of competency is applicable to practitioners in the import and export industry to conduct contract negotiation with vendors in according to company goals.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of contract negotiation <ul style="list-style-type: none"> • Use a range of skills to plan for contract negotiation • Command a wide range of techniques to negotiate contract 2.1. Prepare for contract negotiation <ul style="list-style-type: none"> • Identify the company goals (e.g., cost reduction, product enlargement, service enhancement, relationship development) • Determine the need for legal counsel • Arrange negotiation with proper person who has authority to make decision 2.2. Plan for contract negotiation <ul style="list-style-type: none"> • List all alternatives and rank the priorities • Review the priorities and make adjustment if appropriate • Set the bottom line • Define constraints and requirements (e.g., completion dates, lead times, performance measurement standards, etc.) • Evaluate potential risks and liabilities 3. Establish contractual relationship <ul style="list-style-type: none"> • Bargain with vendors for best price and high quality products or services • Achieve agreements which are beneficial to all parties involved • Provide a firm foundation to establish long term relationship with the contractual parties through contractual relationship
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of preparing and planning for contract negotiation • Capable of conducting contract negotiation
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Establish policies and procurement procedures
Code	105322L5
Range	This unit of competency is applicable to practitioners in the import and export industry to establish procurement policies for supplier selection and procedures to handle purchasing activities.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of procurement <ul style="list-style-type: none"> • Use relevant techniques to establish procurement policies • Use relevant techniques to establish step-by-step sequence to acquire goods from requisition to receipt • Use a wide range of knowledge to establish purchasing 2.1. Establish procurement policies <ul style="list-style-type: none"> • Provide a statement of policy to describe the objectives, responsibilities and authority of the procurement functions • Provide a statement of general principles related to price and quality standards • State the terms and conditions of procurement contracts in accordance with the code of practice • State the relationships with suppliers, and provide guidelines on conflict of interests, gifts and entertainment • Provide guidelines on supplier selection • Provide guidelines on report to senior management 2.2. Establish step-by-step procurement procedures <ul style="list-style-type: none"> • Identification <ul style="list-style-type: none"> • Notify the need to procure items by issue requisitions or bill of materials • Check the requisitions or bill of materials for accuracy and conformity to specification • Procedures for re-buy order <ul style="list-style-type: none"> • Identify a satisfactory supplier at acceptance price level and quality level according to specification and requirement • Issue purchase order to purchase items • Procedure for new-buy order <ul style="list-style-type: none"> • Request for quotation • Receive quotation from suppliers and compare price, quality, delivery schedule, terms of trade • Negotiate with suppliers to conclude contracts • Issue purchase order • Post-ordering <ul style="list-style-type: none"> • Monitor the progress to ensure delivery dates are met • Inspect goods on receipt and ensure conformance to specification • Issue goods received note if goods are received in good conditions • Receive invoice from suppliers and process payments • Transfer the order to completed orders file 2.3. Establish purchasing manuals <ul style="list-style-type: none"> • Establish policies to provide general guidelines for contract renewal or termination with suppliers • Provide procurement procedures by listing sequence of actions • Provide instructions to give detailed guidance to carry out procurement procedures • Review the purchasing manuals on a regular basis and make revision if required 3. Achieve mutual benefits relationship <ul style="list-style-type: none"> • Regularly review the effectiveness procurement procedure to ensure company interest • Maintain a long-term relationship with supplier
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of establish procurement policies • Capable of establish procurement procedures • Capable of establishing procurement manuals
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Evaluate suppliers
Code	105323L5
Range	This unit of competency is applicable to practitioners in the import and export industry to evaluate the supplying ability of suppliers and select reliable suppliers.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of supplier evaluation <ul style="list-style-type: none"> • Describe the 7Cs of supplier evaluation, (i.e., (1) competence, (2) capacity, (3) commitment, (4) control system, (5) cash resources and financial stability, (6) cost, and (7) consistency) • Use a wide range of skills to conduct field visit • Use a wide range of techniques to create supplier visit form 2.1. Prepare for supplier appraisal <ul style="list-style-type: none"> • Identify the situation to conduct supplier appraisal by considering such factors as purchase of high risk items, purchase expensive items, purchase non-standard items, negotiate outsourcing contracts, establish long-term strategic suppliers • Identify the supplier requirements by considering the 7Cs factors 2.2. Conduct field visit <ul style="list-style-type: none"> • Arrange visit to potential suppliers to confirm information provided by suppliers, discuss the products offered, resolve uncertainties and problems, and establish personal relationship • Visit the suppliers to sense the attitudes of their staff members • Observe the equipment and facilities of the plants to indicate their capacity, equipment maintenance, capability to meet the buyer's requirements • Observe the general appearance of the plants to indicate their capability of planning and control • Chat with their supervisors to indicate their technological know-how • Chat with their designers, researchers, and technical staff to indicate their adoption of latest technology • Observe the inspection methods to indicate their product quality 2.3. Rate suppliers <ul style="list-style-type: none"> • Determine assessment criteria • Prepare quantitative or qualitative supplier rating form • Provide rate on new and/or existing suppliers • Calculate final score and rank suppliers • Compare results and select suppliers 3. Evaluate suppliers <ul style="list-style-type: none"> • Critically evaluate performance of suppliers on such factors as price, product quality, and delivery service • Use objective information to select suppliers
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of preparing for supplier appraisal • Capable of conducting site visits • Capable of providing rating and ranking suppliers • Capable of evaluating suppliers
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Formulate purchasing strategies
Code	105324L5
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate purchasing strategies to acquire goods, parts, or raw materials to accomplish the company goals.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of purchasing <ul style="list-style-type: none"> • Describe relevant principles of purchasing • Describe company's purchasing requirements • Use a wide range of skills to determine the desired future and the company goals • Use a range of skills to develop plan to achieve the company goals 2. Formulate purchasing strategies <ul style="list-style-type: none"> • Assess the quality of standards of goods, parts and/or raw materials to be acquired • Evaluate inventory level • Estimate the flow of inputs to produce products • Assess the cash flow requirements • Formulate purchasing strategies for the following activities <ul style="list-style-type: none"> • Develop and review product specification • Prepare the tender documents • Advertise for bids • Evaluate bid • Award contract • Inspect goods received • Develop performance indicators to measure the quality of goods, parts and/or raw materials to be acquired • Establish inspection processes • Formulate strategies to develop and implement action plans to take corrective actions (if required) • Review purchasing strategies in accordance with company requirements • Establish contingency measures to cope with unexpected incidents
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of determining company's purchasing needs • Capable of formulating purchasing strategies
Remark	----

Unit of Competency**Functional Area: Sales and Merchandising**

Title	Formulate strategies for product development
Code	105348L6
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate strategies for product development from idea generation to product launching to market.
Level	6
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of product research and product development <ul style="list-style-type: none"> • Deal with complex issues in formulating strategies for product research and development • Use a range of skills to conduct business analysis on external and internal business environment • Review steps of product development from idea generations to introduce commercially viable product to the market 2. Formulate strategies for product development <ul style="list-style-type: none"> • Identify the specific market of the product • Identify the size and the characteristics of the specific market • Identify the needs of customers and features of the products • Conduct a systematic analysis on the external business environment to find out factors influencing customer choices and products offered by competitors • Conduct a systemic analysis on internal business environment to provide the desirable management practices for developing new products • Identify a list of alternatives to bring about the desirable conditions • Formulate business strategies for product research and product development from idea generation to market launch of commercially viable product 3. Establish product development strategies <ul style="list-style-type: none"> • Establish strategy to develop commercially viable new products or modify existing products to create additional benefits to satisfy customers • Plan and use resources efficiently and effectively to develop new products or modify existing products
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting business analysis on external business environment • Capable of conducting business analysis on internal business analysis • Capable of formulating business strategies for product development
Remark	----

**Competencies for Practitioners
of the Import and Export Industry**

**Functional Area:
Operations Management**

Unit of Competency**Functional Area: Operations Management**

Title	Understand import and export terminologies
Code	105165L1
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of understanding and applying basic import and export terms, codes and abbreviations.
Level	1
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of import and export terminology <ul style="list-style-type: none"> • Understand the import and export workflow and relevant terms • Understand general trade related terms (e.g., terms and conditions, interpretation, Incoterms, basis of sale) • Understand abbreviations and terms used in import, export, and trade permits and documents • Understand the abbreviations commonly used in import and export <ul style="list-style-type: none"> • Understand the meaning of the abbreviations • Understand the conversion of the abbreviations in English or Chinese • Understand ways to inquire or consult about import and export abbreviations commonly used • Understand names of the countries and areas • Understand names and abbreviations of different currencies • Understand ways to inquire or consult about the meanings of the aforesaid codes and terms 2. Apply basic import and export terms, codes and abbreviations <ul style="list-style-type: none"> • Apply appropriate import, export, and trade terms to communicate with counterparts, customers and colleagues effectively, e.g. receiving and conveying information
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of using import and export terms, codes and abbreviations correctly in general communication and document handling so as to avoid delays, mistakes or losses caused by wrong use of terms
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Apply workplace security procedures
Code	105173L2
Range	This unit of competency is applicable to practitioners in the import and export industry to apply security procedures in workplace including office, factory or warehouse, where people are employed
Level	2
Credit	2 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of workplace security <ul style="list-style-type: none"> • Describe workplace security procedures • Describe the processes of checking security equipment and facilities 2. Carry out workplace security procedures <ul style="list-style-type: none"> • Monitor personnel and goods entering and exiting worksites • Carry out surveillance of work areas • Carry regular checking of security/safety equipment and facilities • Identify and report breaches of security and/or the incident • Act in accordance with workplace security guidelines • Complete required reports to complete security records or document the security incidents
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of carrying out workplace security procedures • Capable of completing required reports
Remark	----

Unit of Competency

Functional Area: Operations Management

Title	Monitor workplace security
Code	105209L3
Range	This unit of competency is applicable to practitioners in the import and export industry to monitor security in workplace including office, factory, or factory where people are employed.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of workplace security <ul style="list-style-type: none"> • Use a range of skills to apply workplace security procedures • Use a range of skills to monitor security 2. Monitor security standard <ul style="list-style-type: none"> • Conduct regular audit to evaluate the workplace security • Identify how well it conforms to the established security standards • Evaluate the effectiveness of current security measures 3. Continuously improve security standards <ul style="list-style-type: none"> • Develop new measures to further improve workplace security • Formulate improvement plans to implement new initiated security measures
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of monitoring personnel and goods entering and exiting worksites • Capable of co-ordinating responses to security incidents • Capable of conducting surveillance of work areas
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Verify insurance certificates and policies or related documents
Code	105210L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of verifying insurance certificate and policy or related documents legally and properly under instruction.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of legal requirements and operations of the insurance industry <ul style="list-style-type: none"> • 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 • Describe the latest legal requirements for showing the original copy of the insurance certificate or related documents, and describe the impact of violating relevant legislations 2. Handle insurance certificate and policy or related documents legally and properly <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of verifying insurance certificate and policy or related documents legally and properly under instruction
Remark	This UoC is adapted from the Logistics UoC LOCULC301A

Unit of Competency**Functional Area: Operations Management**

Title	Use advanced English for business communications
Code	105211L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of using advanced English to communicate with customers so as to understand clearly their needs and executing relevant duties effectively.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> Advanced English communication skills <ul style="list-style-type: none"> Describe the operations of the import and export industry Master common terms, the abbreviations and technical terms used in the import and export industry Describe English terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the import and export industry Describe the company structure, functions and work flow of different departments, co-operation mode among departments and their scope of responsibility Describe 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 Use advanced English for business communication with customers <ul style="list-style-type: none"> 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
Assessment Criteria	<p>This integrated outcome requirement of this unit of competency are:</p> <ul style="list-style-type: none"> 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 import and export industry
Remark	This UoC is adapted from the Logistics UoC LOCUOM307A

Unit of Competency**Functional Area: Operations Management**

Title	Use advanced Putonghua for business communications
Code	105212L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of using advanced Putonghua to communicate with customers so as to understand clearly their needs and executing relevant duties effectively.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Advanced Putonghua communication skills <ul style="list-style-type: none"> • Describe the operations of the import and export industry • Master common terms, the abbreviations and technical terms used in the import and export industry • Describe Putonghua terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the import and export industry • Describe the company structure, functions and work flow of different departments, co-operation mode among departments and their terms of reference • Describe 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 2. Use advanced Putonghua for business communication with customers <ul style="list-style-type: none"> • 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
Assessment Criteria	<p>This integrated outcome requirement of this unit of competency are:</p> <ul style="list-style-type: none"> • 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 import and export industry
Remark	This UoC is adapted from the Logistics UoC LOCUOM308A

Unit of Competency**Functional Area: Operations Management**

Title	Demonstrate effective workplace communications
Code	105213L3
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be able to apply communication principles and use technical and colloquial language and vocabulary to facilitate effective communications in the workplace.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of company's business operations <ul style="list-style-type: none"> • Describe the operations of the import and export industry • State the techniques of workplace communication (e.g., language skills, communication skills, body languages, interpersonal relationship, and problem solving skills) 2.1. Communicate information about routine tasks and processes <ul style="list-style-type: none"> • Select an appropriate form of communication to meet the purpose required • Demonstrate effective listening skills • Use questions to gain additional information and to clarify understanding • Identify sources of information relevant to the communication • Select and sequence information correctly • Report information appropriately in both spoken and written forms • Undertake communication in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups 2.2. Participate in group discussions <ul style="list-style-type: none"> • Seek and provide responses to other participants in the group • Record discussion outcomes
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of communicating information about routine tasks in both familiar and unfamiliar situations • Capable of participating in group discussions
Remark	This UoC is adapted from the Logistics UoC LOSAPD305A

Unit of Competency**Functional Area: Operations Management**

Title	Define project scope
Code	105285L4
Range	This unit of competency is applicable to practitioners in import and export industry to define projects which are a temporary endeavour with a defined time and cost constrained, exit condition and constrained deliverables.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of project management <ul style="list-style-type: none"> • Use structured approach to define projects • Collect relevant information to develop work breakdown structure (WBS) 2.1. Define project scope <ul style="list-style-type: none"> • Define the overall objectives of the project • Define the major deliverables and expected outcomes • Define project specifications and identify project requirements • Provide a rough estimates of resources, time and cost required for the project • Define limits and exclusion of the project • Review the scope, schedule, and expectations of the projects with internal and external customers • Determine project phase and exit criteria, i.e., deliverables that must be accepted before moving to the next phase • Defining tools to trace the project progress 2.2. Define priorities of tasks <ul style="list-style-type: none"> • Identify constraints such as completion date, specifications, and budgets of the project • Identify performance standards • Use relevant tools (e.g., priority matrix) to manage trade-offs among resource, time, and cost • Define the priorities of tasks 2.3. Create work breakdown structure (WBS) <ul style="list-style-type: none"> • Use WBS to subdivide the works of the project into smaller elements • Ensure all work elements are identified • Integrate the work elements with current business operations • Use WBS to define priorities of tasks
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of collecting necessary information • Capable of defining the objectives of projects • Capable of identifying constraints and defining priorities of tasks • Capable of defining tools to keep track of the progress
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Develop project implementation plans
Code	105286L4
Range	This unit of competency is applicable to practitioners in the import and export industry in establishing implementation plan for projects in accordance with the project scope.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of project management <ul style="list-style-type: none"> • Apply a range of skills to make implementation plan decision • Apply a range of skills to make progress evaluation decision 2.1. Develop implementation plan <ul style="list-style-type: none"> • Determine the project scope, requirements, tasks, milestones, deliverables and exit condition • Determine technical requirements • Identify and make available the resources needed • Determine the sequence of tasks and set schedule to complete the tasks or activities • Develop the budgets to manage and control cost • Determine appropriate performance metrics to evaluate the performance of contractors/vendors • Identify project risks and use relevant tools to manage risks • Identify project phase and exit criteria for each phase of the project • Identify shareholders and use appropriate communication means to communicate project plans with them • Determine accountability metrics and assign responsibility 2.2. Critically evaluate progress and make adjustment if required <ul style="list-style-type: none"> • Conduct project evaluation to ensure the project is aligned with business requirements, ensure the technical requirements of the project are met, ensure activities are complete according to project plan, ensure contractors/vendors meet the defined performance requirements, and ensure project time, costs, and scope, and performance are within acceptable limits • Make appropriate adjustments in project plans to deal with changes
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing implementation plan • Capable of evaluating progress of project
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Execute project and monitor project performance
Code	105287L4
Range	This unit of competency is applicable to practitioners in the import and export industry to execute projects and monitor project performance. It involves the identification of variance between actual and targeted performance.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of project management <ul style="list-style-type: none"> • Use relevant tools to manage project schedule • Employ a range of skills to conduct variance analysis 2. Execute projects <ul style="list-style-type: none"> • Define each task to be performed on the projects • Develop documents including the information of project scope, deliverables, organisation units, resources, budgets for each work packages • Develop activity and resource usage schedule • Develop time phased budget to show expenditures across the project life • Determine the planned value of work scheduled (i.e., PV = adding the planned budget expenditures for each proceeding time period) • Determine the actual cost of work performed (i.e., AC = total actual costs of doing each task) • Collect percent completed and determine the budgeted values for the tasks on which work is being performed (i.e., EV = budgeted cost of the work completed) • Determine the schedule variance (i.e., SV = difference between EV and PV) • Determine the cost variance (i.e., CV = difference between EV and AC) 3. Critically assess project status <ul style="list-style-type: none"> • Compare budgeted cost of work completed with the expected schedule value • Compare budgeted cost of work completed with the actual costs • Critically assess the project status and identify the gap • Develop effective means to fill the gap
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of determining the schedule variance and cost variance • Capable of monitoring the progress of projects • Capable of identify performance gap and develop means to fill the gap
Remark	----

Unit of Competency

Functional Area: Operations Management

Title	Manage project closure
Code	105288L4
Range	This unit of competency is applicable to practitioners in the import and export industry to deliver final products to clients, and manage the closure of projects.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of project management <ul style="list-style-type: none"> • Apply range of skills to implement closure processes • Employ a range of skills to prepare final project report 2.1. Delivery of projects <ul style="list-style-type: none"> • Get delivery acceptance to recognise the final products to clients • Shut down resources and release to new uses • Reassign new tasks to project team members • Settle all bills and close account • Deliver the project to the client 2.2. Create final report <ul style="list-style-type: none"> • Provide an executive summary to highlight the project goals, key outcomes, and how the project deliverables meet the project objectives • Provide an review to record the project history, project performance, and lesson learned • Provide recommendation for future improvement in project management • Insert backup data and details of the analysis in the appendix
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of ensuring the effectiveness of project delivery • Capable of reviewing the project outcomes and making improvements
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Implement and monitor risk management plans
Code	105289L4
Range	This unit of competency is applicable to practitioners in the import and export industry to implement and monitor the effectiveness of risk management plans. It also involves the conduction of risk analysis to evaluate of the effectiveness of various risk management tools.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge to manage risk <ul style="list-style-type: none"> • Employ a range of techniques to monitor risk management plans • Employ a range of techniques to conduct risk analysis 2.1. Implement risk management plans <ul style="list-style-type: none"> • Estimate required resources to implement risk management plans • Obtain required resources to implement management plans • Identify expected difficulties and provide solutions • Determine implementation schedule and implement risk management plans 2.2. Monitor risk management plans <ul style="list-style-type: none"> • Identify the objectives of risk management and determine standard risk performance • Collect risk performance data • Compare the actual risk performance against the pre-determine standard • Identify the gap between actual and expected risk performance (if any) • Take remedial actions to adjust risk management plan (if required) 2.3. Conduct risk analysis <ul style="list-style-type: none"> • Collect updated information to conduct situation analysis to identify internal and external factors affecting loss exposures • Evaluate the likely outcomes and probable happenings • Evaluate the level of risk • Evaluate the effectiveness of various risk management tools 3. Provide effective recommendations <ul style="list-style-type: none"> • Provide risk assessment report to identify and estimate the levels of risks, and evaluate the effectiveness of various risk management tools on a regular basis • Provide recommendations to manage risk effectively
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of implementing risk management plans • Capable of monitoring risk management plans • Capable of conducting risk analysis on a regular basis • Capable of conducting risk assessment and providing recommendation to manage risk effectively
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Establish and implement security plans in workplace
Code	105290L4
Range	This unit of competency is applicable to practitioners in the import and export industry to assess security risks and develop security plans in workplace including office, factory, or warehouse where people are employed. The tasks also involve the implementation of workplace security plans and the assessment of staff competence in workplace security.
Level	4
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of workplace security <ul style="list-style-type: none"> • Describe security standards, e.g., Freight Security Requirements (FSR) of Transported Asset Protection Association (TAPA), Security Recommendations of Customs-Trade Partnership Against Terrorism (C-TPAT), World Customs Organization Framework of Standards to Secure and Facilitate Global Trade (SAFE) • Use a range of skills to assess security risks • Use a range of skills to develop and implement workplace security plans • Use a range of skills to assess staff competence in workplace security 2.1. Assess security risks <ul style="list-style-type: none"> • Review records of security breaches • Assess potential risks to the security of stock, personnel, facilities, and equipment • Assess relative risks from a range of sources • Determine the adequacy of insurance cover • Determine the adequacy of physical protection • Access methods to prevent the occurrence of security breach 2.2. Develop workplace security plans <ul style="list-style-type: none"> • Define company security policies and identify security strategies • Define duties and responsibilities of staff members performing workplace security • Develop security measures to ensure workplace security • Establish award and penalty systems • Develop course of actions to be done • Develop contingency plan • Establish workplace security guidelines 2.3. Implement workplace security plans <ul style="list-style-type: none"> • Estimate required resources to implement security plans • Obtain required resources to implement security plans • Identify expected difficulties and provide solutions • Determine implementation schedule • Implement security plans • Implement award and penalty systems 2.4. Assess staff competence in workplace security <ul style="list-style-type: none"> • Determine the staff performance standards • Collect and analyse data to identify the gap between actual and standard performance • Provide trainings to enhance staff competence on workplace security • Establish the award and penalty arrangement to facilitate the meeting of performance standards 3. Review workplace security plans <ul style="list-style-type: none"> • Accurately collect and record feedbacks • Regularly review the security plan • Make recommendations for improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of assessing security risks and requirements • Capable of developing workplace security plans • Capable of implementing workplace security plans • Capable of assessing staff competence in workplace security • Capable of reviewing workplace security plans
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Establish and monitor occupational safety and health procedures
Code	105291L4
Range	This unit of competency is applicable to practitioners in the import and export industry in establishing, implementing, and monitoring occupational safety and health (OSH) procedures in workplace, including office, factory, or warehouse where people are employed.
Level	4
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess relevant knowledge of occupational safety and health (OSH) <ul style="list-style-type: none"> • Use a range of skills to establish and implement OSH procedures in workplace • Use a range of skills to monitor OSH operations 2.1. Establish OSH procedures in workplace <ul style="list-style-type: none"> • Identify organisation's established OSH policies and fatigue management policies • Identify relevant OSH regulations and codes of practices • Conduct risk assessment to identify hazards, locate sources of hazard, and evaluate risks • Identify and prioritise hazard control measures • Determine fatigue management systems • Determine OSH requirements to foster a safe and healthy work environment • Establish OSH operating guidelines and procedures to protect the safety, health, and welfare of people engaged in work 2.2. Implement OSH procedures <ul style="list-style-type: none"> • Identify and obtain required resources to implement OSH procedures and fatigue management procedures • Determine implementation schedule • Explain clearly on the roles and responsibilities of staff members concerned • Provide the detailed activities including steps to implement OSH and fatigue management procedures • Plan the detailed arrangement to purchase, delivery, and installation of safety equipment • List expected difficulties in implementing OSH procedures and provide solutions 2.3. Recognise breaches of OSH procedures and regulations <ul style="list-style-type: none"> • Conduct audit to inspect safety equipment • Observe whether the staff members operate according to OSH procedures and regulations • Record any non-compliance of OSH procedures and regulations • Record and investigate work accidents or incidents (if any) • Give warnings and suggestions to staff members who break the procedures • Provide training to staff members to ensure the compliance • Take appropriate actions to ensure ongoing and future compliance with the organisation's OSH procedures 2.4. Monitor of OSH operations <ul style="list-style-type: none"> • Report occupational safety and health reports and accident data regularly • Provide improvement recommendations to ensure compliance of OSH procedures and regulations 3. Review and fine-tune the procedures <ul style="list-style-type: none"> • Obtain latest information and legislative amendments of OSH • Review and analyse the effectiveness of OSH control measures, operating guidelines and procedures in workplace on a regularly basis • Recommend effective measures and operating procedures to foster a safe and healthy work environment
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying relevant OSH regulations and code of practices to establish OSH procedure in workplace • Capable of implementing OSH procedures • Capable of monitoring OSH operations • Capable of reviewing OSH procedures
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Monitor international business performance
Code	105292L4
Range	This unit of competency is applicable to practitioners in the import and export industry in managing international business. It involves the application of performance management to monitor international business performance.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of performance management <ul style="list-style-type: none"> • Use a range of techniques to define key performance indicators • Use a range of techniques to conduct performance analysis 2.1. Define key performance indicators to measure performance <ul style="list-style-type: none"> • Identify firm's objectives to internationalise its business • Collect and examine business data, e.g., return on investment, efficiency level • Define key performance indicators to measure international business performance 2.2. Conduct performance analysis to monitor international business performance <ul style="list-style-type: none"> • Collect actual performance data • Compare the results with internal performance indicators to identify performance gaps • Compare with the results achieved by competitors • Assess business performance data to identify critical success or failure factors 3. Provide recommendations <ul style="list-style-type: none"> • Review international business performance on a regular basis • Provide effectively recommendations to improve international business performance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of defining key performance indicators to measure international business performance • Capable of conducting performance analysis • Capable of providing recommendations to improve international business performance
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Design export tactics
Code	105293L4
Range	This unit of competency is applicable to practitioners in the import and export industry in formulating export tactics to export products to overseas markets.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of export management <ul style="list-style-type: none"> • Use a range of techniques to assess export potential • Use a range of skills to identify marketing requirements • Use a range of techniques to identify and select export tactics 2.1. Assess export potential <ul style="list-style-type: none"> • Conduct business analysis to investigate the factors affecting volume of export, revenue generated from export, and cost of operating export activities • Assess export potential to launch products to overseas markets 2.2. Select a market or markets <ul style="list-style-type: none"> • Identify potential markets to export products • Evaluate the available means to launch products to overseas markets • Select the means to export products to overseas markets 2.3. Formulate export tactics <ul style="list-style-type: none"> • Identify marketing requirements, e.g., cost, timeliness, and value of product • Plan export activities to launch products to overseas markets • Identify available export tactics • Select appropriate tactics to meet marketing requirements • Establish procedures to export products to overseas markets 3. Review export tactics <ul style="list-style-type: none"> • Evaluate the effectiveness of export tactics • Make adjustment to meet marketing requirements, if required
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting business analysis and assessing export potential • Capable of formulating export tactics • Capable of reviewing export tactics
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Develop international sourcing tactics
Code	105294L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the application of global sourcing knowledge to develop global sourcing tactics in accordance with company's sourcing requirements.
Level	4
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of global sourcing <ul style="list-style-type: none"> • Use a range of techniques to identify sourcing requirements • Use a range of skills to develop international sourcing tactics 2.1. Identify sourcing requirements and establish sourcing processes <ul style="list-style-type: none"> • Identify company's global sourcing requirements, e.g., increasing supply capability, developing alternate suppliers, seeking resources or skills unavailable locally, subcontracting noncore activities, reducing operating costs, and enhancing firm competitiveness • Investigate cost effective ways to obtain goods from preparation and processing order through goods delivery in accordance with company's sourcing requirements • Establish international sourcing processes, including purchasing planning, standards determination, product specifications, supplier identification and evaluation, supplier selection and relationship building, price negotiation, making purchase orders, managing contracts, financing, and inventory control 2.2. Develop international sourcing tactics <ul style="list-style-type: none"> • Identify sourcing requirements • Plan sourcing activities to source goods from cost efficient locations • Identify available international sourcing tactics • Select appropriate tactics to meet sourcing requirements • Establish procedures to source goods 3. Review international sourcing tactics <ul style="list-style-type: none"> • Evaluate the effectiveness of international sourcing tactics • Make adjustment to meet sourcing requirements, if required
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting business analysis to identify sourcing requirements • Capable of establish international sourcing processes • Capable of developing international sourcing tactics • Capable of reviewing international sourcing tactics
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Implement standard operating procedures
Code	105295L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the implementation of standard operating procedures to achieve uniformity of the performance in performing tasks.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of standard operating procedures <ul style="list-style-type: none"> • Use a range of skills to develop implementation plan • Use a range of skills to evaluate the effectiveness of standard operating procedures 2.1. Develop plans to implement standard operating procedures <ul style="list-style-type: none"> • Define company guidelines to operate import and export activities • Define duties and responsibilities of staff members performing the tasks • Develop course of actions to be taken 2.2. Implement procedures in workplace <ul style="list-style-type: none"> • Estimate required resources to implement standard operating procedures • Obtain required resources to implement standard operating procedures • Identify expected difficulties and provide solutions • Determine implementation schedule 2.3. Assess staff competence <ul style="list-style-type: none"> • Determine the staff performance standards • Collect and analyse data to identify the gap between actual and standard performance • Provide trainings to enhance staff competence on handling import and export activities • Establish and implement award and penalty arrangements to facilitate the meeting of performance standards 3. Review standard operating procedures <ul style="list-style-type: none"> • Regularly review the effectiveness and efficiency of standard operation procedures • Provide recommendations for improvements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of implementing standard operating procedures in workplace • Capable of assessing staff competence • Capable of reviewing standard operating procedures and providing recommendations for improvements
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Develop and implement contingency plans
Code	105296L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the development and implementation of contingency plans to handle unexpected incidents in the import and export operations.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of contingency management <ul style="list-style-type: none"> • Use a rigorous approach to develop contingency plans • Use a range of skills to implement contingency plans 2.1. Develop contingency plans <ul style="list-style-type: none"> • Collect internal and external information to identify internal and external factors influencing contingency needs • Identify possible incidents that may occur and cause disruption of current activities • Select the incidents that require responses • Identify possible worst case scenario • Identify available options in response to major contingencies • Develop course of actions to handle major contingencies 2.2. Implement contingency plans <ul style="list-style-type: none"> • Estimate required resources to implement contingency plans • Obtain required resources to implement contingency plans • Identify expected difficulties and provide solutions • Develop and implement contingency procedures 3. Regular review and fine-tune the contingency plans <ul style="list-style-type: none"> • Investigate and analyse problems in implementing contingency plans and operating contingency procedures • Provide recommendations for further improvements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing contingency plans to handle import and export activities • Capable of implementing contingency plans to handle import and export activities
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Compile claims reports
Code	105297L4
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of analysing accurately individual claim cases and the overall situation based on claims report.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Identify claims report</p> <ul style="list-style-type: none"> • 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 <p>2. Compile claims report</p> <ul style="list-style-type: none"> • Analyse claim cases • Use correct format and compile claims report in English • Verify claims report and present them to relevant departments, colleagues and people
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of accurately presenting individual claim cases • Capable of compiling claims report
Remark	This UoC is adapted from the Logistics UoC LOCULC403A

Unit of Competency

Functional Area: Operations Management

Title	Monitor compliance requirements
Code	105325L5
Range	This unit of competency is applicable to practitioners to evaluate impacts of legal requirements in affecting import and export activities and develop company procedures. It involves the monitoring of compliance requirements in accordance with company procedures.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of legal compliance <ul style="list-style-type: none"> • Collect relevant information to interpret compliance requirements • Apply a range of skills to communicate legal requirements • Apply a range of skills to monitor compliance of laws and regulations 2.1. Identify and interpret compliance requirements <ul style="list-style-type: none"> • Analyse legislative information related to import and export activities on a regular basis • Identify key elements of major legal matters affecting import and export activities • Assess their impact on the company's business operations • Develop company procedures to comply the requirements • Document the compliance requirements and relevant company procedures 2.2. Communicate legal requirements <ul style="list-style-type: none"> • Identify and select the audiences to convey the information • Identify and apply the appropriate methods to present the information of compliance requirements and related company procedures • Promote the awareness of compliance with laws and regulations 2.3. Monitor compliance <ul style="list-style-type: none"> • Identify non-compliance incidents and suspicious activities • Use appropriate methods to investigate and report possible breaching of laws and regulations in import and export activities • Implement disciplinary actions or appropriate legal actions in accordance with company policy and procedures 2.4. Develop policies and procedures for non-compliance <ul style="list-style-type: none"> • Assess the non-compliance incidents • Identify and select methods to tackle non-compliance issues • Develop and document policies and procedures for non-compliance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying and interpreting compliance requirements • Capable of communicating legal requirements to different audiences • Capable of monitoring compliance • Capable of developing policies and procedures for non-compliance
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Avoid infringement of intellectual property
Code	105326L5
Range	This unit of competency is applicable to practitioners in the import and export industry to understand intellectual property ordinance and develop guidelines for staff members to avoid infringement.
Level	5
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of intellectual property <ul style="list-style-type: none"> • Apply a range of skills to collect the information related to intellectual property protection in Hong Kong and other related areas • Employ a range of skills to evaluate the impact of the operations of trading partners on the company's business operations 2. Avoid infringement <ul style="list-style-type: none"> • Liaise with relevant personnel to clarify the protection under copyright, patent, trademark, or other related trade laws • Examine the company's business operations and co-operation with business partners to identify conditions that may lead to infringement • Prepare operation guidelines to protect intellectual property rights and avoid invasion of intellectual property rights in managing import and export activities • Identify audiences and provide guidelines for them to avoid invasion of intellectual property rights • Elaborate the legal requirements and importance of intellectual property to audiences 3. Professionalism in avoiding infringement <ul style="list-style-type: none"> • Formulate detailed plans to avoid violation of intellectual property right • Implement plans to ensure the compliance of laws related to intellectual property
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of preparing operation guidelines to protect intellectual property rights in managing import and export activities • Capable of formulating and implementing plans to avoid infringement in a professional manner
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Measure loss exposures in conducting import and export activities
Code	105327L5
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the collection of information to estimate and analyse loss exposures.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess knowledge of risk assessment</p> <ul style="list-style-type: none"> • Use a range to techniques to identify loss exposures including <ul style="list-style-type: none"> • property loss exposures, e.g., plants, equipment, inventory, and suppliers • liability loss exposures, e.g., defective products, environmental pollution, premises and general liability, discrimination against employees, liability arising from company vehicles • business income loss exposures, e.g., contingent business income loss, loss of income from a covered loss • human resources loss exposures, e.g. death or disability of key employees, and job-related injuries • crime exposures, e.g., robberies, employee theft and dishonesty, fraud, internet and computer crime, theft of intellectual property • employee benefit loss exposures, e.g., failure to comply with government regulations, group life, and retirement plan exposures • foreign loss exposures, e.g., acts of terrorism, foreign currency risks, political risks • intangible property loss exposures, e.g., loss of goodwill and market reputation, loss or damage to intellectual property • Use a range of skills to identify sources and collect information to measure and analyse loss exposures <p>2.1. Gather relevant sources of information</p> <ul style="list-style-type: none"> • Develop different assessment tools to identify loss exposures (e.g., risk analysis questionnaires and checklists, flowcharts, financial statements, and historical loss data) • Acquire updated information of industry trends, market change, political and economic situations that may create loss exposures <p>2.2. Measure and analyse loss exposures</p> <ul style="list-style-type: none"> • Estimate the loss frequency for each type of loss exposure • Estimate the loss severity for each type of loss exposure • Rank the various loss exposures according to their relative importance • Estimate the maximum possible loss (i.e., the worst loss that could happen) • Estimate the probable maximum loss (i.e., the worst that is likely to happen)
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of collecting relevant information • Capable of measuring and analysing loss exposures
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Select appropriate risk management techniques
Code	105328L5
Range	This unit of competency is applicable to practitioners in import and export industry to select appropriate techniques for treating the loss exposures.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Knowledge of techniques for handling loss</p> <ul style="list-style-type: none"> • Use a range of skills to identify of risk control techniques • Use a range of skills to identify risk financing techniques, e.g., retention, noninsurance transfer, and commercial insurance • Use relevant methods to select the appropriate techniques <p>2.1. Identify risk control measures</p> <ul style="list-style-type: none"> • Identify measures to avoid risks (i.e., avoidance) • Identify measures to reduce the frequency of a particular loss (i.e., loss prevention) • Identify measures to reduce the severity of a loss after it occurs (i.e., loss reduction) <p>2.2. Identify and evaluate measures</p> <ul style="list-style-type: none"> • Identify and evaluate risk retention measures to manage risks • Identify and evaluate noninsurance transfers measures (e.g., transfer of risk by contracts, hedging price risks, and incorporation of a business firm) to manage risks • Identify and evaluate commercial insurance to manage risks <p>2.2. Select appropriate techniques</p> <ul style="list-style-type: none"> • Classify the various loss exposures according to loss frequency and loss severity • Evaluate the effectiveness of risk management techniques, e.g., <ul style="list-style-type: none"> • use risk retention to manage type 1 risk, i.e., low loss frequency and low loss severity • use the techniques of loss prevention and retention to manage type 2 risk, i.e., high loss frequency and low loss severity • use techniques of insurance to manage type 3 risk, i.e., low loss frequency and high loss severity • use techniques of avoidance to manage type 4 risk, i.e., high loss frequency and high loss severity • Select effective risk management techniques to treat loss exposures
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying risk control measures • Capable of identifying and evaluation risk financing measures • Capable of evaluating and selecting appropriate risk management techniques
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Develop and review risk management plans
Code	105329L5
Range	This unit of competency is applicable to practitioners in the import and export industry to develop and review risk management plans in accordance with risk management objectives of the company to treat loss exposures.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of risk management <ul style="list-style-type: none"> • Employ a range of skills to identify risk • Employ a range of techniques to analyse probability and consequences of risk factors • Employ a range of skills to develop and review risk management plans 2.1. Conduct risk analysis <ul style="list-style-type: none"> • Create a broad categories of risk including financial risk, technical risk, commercial risk, execution risk, and contractual risk • Use qualitative and quantitative methods to conduct risk factor identification in import and export activities • Estimate the likelihood of the occurrence of the identified risk factors and classify the likelihood (i.e., high, medium, and low) • Estimate the potential consequences of the risk factors and classify the consequences (i.e., high, medium, and low) • Develop risk impact matrix to further classify risks as either serious, moderate, or slight • Present results to facilitate the determination of risk management objectives of the company and develop company policy to manage risk 2.2. Develop risk management plans <ul style="list-style-type: none"> • Develop a risk management statement to outline the risk management objectives of the company and company policy to treat loss exposures • Select risk strategies (e.g., accept risk, minimise risk, share risk, or transfer risk) to manage risk • Develop a risk management manual to state the responsibilities of parties involved in risk management, and available techniques to manage risks • Co-operate with other functional department to identify loss exposures • Identify and select appropriate techniques for treating loss exposures 3. Review and modify risk management plans <ul style="list-style-type: none"> • Conduct periodical review to detect any changes in frequency and severity • Provide recommendations to revise risk management plans
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying risk and conducting risk analysis • Capable of developing and reviewing risk management plans
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Develop and implement security plans for freight transport
Code	105330L5
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the formulation and implementation of security plans for transporting goods in the import and export operations.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of good security management <ul style="list-style-type: none"> • Describe security standards, e.g., Customs Trade Partnership Against Terrorism (C-TPAT), and World Customs Organisation Framework of Standards to Secure and Facilitate Global Trade (SAFE) • Use a rigorous approach to formulate good security plans • Use a range of skills to implement good security plans and conduct review 2.1. Formulate good security plans <ul style="list-style-type: none"> • Collect internal and external information to identify internal and external factors affecting good security • Determine security requirements for freight transport • Establish the modes of operations for transport security system, e.g., standard operation procedures, contracting procedures, equipment arrangements, and requirements for container sealing and locking devices • Analyse the cost effectiveness of different security modes of operations • Select the security modes of operations that fits in with the overall business strategy of the company • Establish guidelines and procedures to define high risk containers or goods • Establish pre-inspection mechanism for containers or goods • Analyse the integration, substitution, or compatibility of the transport security system throughout the transport chain • Set operational standards and targets, and establish auditing mechanism for transport security system 2.2. Implement good security plans <ul style="list-style-type: none"> • Estimate required resources to implement security plans • Obtain required resources to implement security plans • Identify expected difficulties and provide solutions • Determine implementation schedule • Implement security plans • Implement award and penalty systems 2.3. Develop staff competence in good security <ul style="list-style-type: none"> • Determine the staff performance standards • Collect and analyse data to identify the gap between actual and standard performance • Provide trainings to enhance staff competence on good security • Establish the award and penalty arrangement to facilitate the meeting of performance standards 2.4. Provide feedback <ul style="list-style-type: none"> • Provide feedback to staff members on the implementation of good security plan and provide appropriate support to them • Provide further information and/or training to staff members to enhance their competency in handling good security 3. Review good security plans on a regular basis <ul style="list-style-type: none"> • Review the established good security plans and procedures and confirm compliance with statutory requirements • Monitor operations of handling good security and identify gaps for improvements • Provide effective recommendations to improve good security operations

Unit of Competency

Functional Area: Operations Management

Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none">• Capable of formulating the comprehensive good security plans• Capable of implementing of security plans• Capable of developing staff competence and providing feedback• Capable of reviewing good security plans on a regular basis
Remark	

Unit of Competency**Functional Area: Operations Management**

Title	Identify international business opportunities
Code	105331L5
Range	This unit of competency is applicable to practitioners in the import and export industry to identify potential markets and explore international business opportunities. It also involves the determination of the viability of launching the products to international markets.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of the global import and export industry <ul style="list-style-type: none"> • Use a range of techniques to explore business opportunities • Apply e-marketing and related knowledge • Apply the knowledge of the global import and export industry to explore business opportunities 2.1. Explore business opportunities <ul style="list-style-type: none"> • Select products to explore business opportunities • Collect relevant data and information to conduct opportunity analysis to launch the products in international markets • Identify potential markets • Use relevant tools to explore e-marketing opportunities • Forecast market demand 2.2. Estimate profitability <ul style="list-style-type: none"> • Estimate sales volumes and total revenue generated from the potential markets • Estimate cost to launch the products in the potential markets • Estimate the profitability to launch the products in the potential markets • Conduct a detailed review of the prospects to launch the products 2.3. Explore business opportunities <ul style="list-style-type: none"> • Undertake a feasibility study to determine the viability to launch the products in international market • Provide recommendations to launch products into the international markets
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting opportunity analysis • Capable of conducting feasibility study • Capable of providing recommendations to launch products into international markets
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Formulate strategies for currency risk
Code	105332L5
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate strategies for managing currency risk. It also involves the tasks of measuring risk exposure, evaluating and selecting risk management options, and establishing procedures to monitor exchange rate movements.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of foreign exchange risk management <ul style="list-style-type: none"> • Use a range of techniques to evaluate different foreign exchange risk exposures (e.g., translation exposure, transaction exposure, and economic exposure) • Use a range of skills to establish effective reporting system to monitor risk exposure • Use a range of techniques to identify and evaluate risk management options 2.1. Identify and measure risk exposures <ul style="list-style-type: none"> • Conduct exposure assessment to estimate potential loss in foreign exchange in import and export activities • Define risk acceptance level to manage the future value of foreign currency 2.2. Evaluate risk management options <ul style="list-style-type: none"> • Identify available options to manage currency risks • Evaluate the effectiveness of these options in accordance with defined risk exposures • Select the appropriate options to manage currency risks 2.3. Establish procedures to monitor currency risk <ul style="list-style-type: none"> • Develop effective reporting systems to provide updated information on exchange rate movements • Define the authorities for reporting system • Establish procedures for reporting foreign exchange movement 2.4. Formulate risk management strategies <ul style="list-style-type: none"> • Identify the expected outcomes of using the selected options • Use risk management strategies to achieve the expected outcomes 3. Provide effective recommendation <ul style="list-style-type: none"> • Evaluate the effectiveness of risk management strategies in managing currency risks • Provide recommendations to improve the effectiveness of foreign exchange risk management strategies
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the acceptance level of currency risk • Capable of evaluating and selecting risk management options • Capable of establishing a reporting system to monitor to report currency movements • Capable of formulating effective risk management strategies to manage currency risk
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Formulate standard operating procedures
Code	105333L5
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the formulation of standard operating procedures for import and export activities to obtain desirable outcomes of import and export activities.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of standard operating procedures (SOP) <ul style="list-style-type: none"> • Use a range of techniques to conduct process analysis • Use a range of skills to establish written procedures for repetitive use as a practice 2. Formulate standard operating procedures for import and export activities <ul style="list-style-type: none"> • Determine the desirable outcomes of such import and export activities product quality, operating costs, and delivery schedule • Provide performance specifications to specify the operational requirements • Provide technical specifications to specify the performance standards to monitor the operations processes • Conduct process analysis to convey the inputs, outputs, and operations that take place in import and export activities • Provide fixed and step-by-step breakdowns of the process to illustrate how the process operates and determine targets for process improvement • Establish written procedures for repetitive use in accordance with performance specifications and technical specifications aimed at obtaining desirable outcomes 3. Review standard operating procedure <ul style="list-style-type: none"> • Collect information to measure actual performance of import and export activities • Compare actual performance with performance specifications • Evaluate the efficiency of import and export operations • Provide recommendations to improve process through increasing efficiency and reducing waste
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating standard operating procedures • Capable of reviewing standard operating procedures
Remark	----

Unit of Competency**Functional Area: Operations Management**

Title	Formulate international crisis management strategies
Code	105349L6
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the formulation of effective international crisis management strategies to manage international business activities.
Level	6
Credit	9 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of crisis management <ul style="list-style-type: none"> • Use a range of skills to establish systemic communication mechanisms and establish crisis management teams • Use a range of technique to identify, evaluate, and select methods to handle international crisis 2. Formulate international crisis management strategies <ul style="list-style-type: none"> • Identify company policy in crisis management • Establish awareness of crisis management in handling unexpected international crises of different natures (e.g., financial crisis, disease, war, and natural disasters) • Establish a systematic communication mechanism for the staff members of different positions • Establish a crisis management team and identify responsibilities of each member when a crisis occurs • Identify potential crises • Assess the chance for a crisis to occur and its impacts • Identify available options to handle crisis • Develop crisis management strategies • Establish crisis management plans • Compile reports to illustrate the crisis management strategies 3. Review and fine-tune the strategies <ul style="list-style-type: none"> • Critically review the strategies on a regular basis • Make effective recommendations for improvements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying company policy in crisis management • Capable of identify available options to handle crisis • Capable of developing crisis management strategies and establishing crisis management plans • Capable of reviewing crisis management strategies and providing recommendations for improvements
Remark	----

**Competencies for Practitioners
of the Import and Export Industry**

**Functional Area:
Shipping Documents and
Management**

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Handle electronic documents
Code	105174L2
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of handling electronic documents as required in daily import and export operations.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of electronic documents for import and export operations <ul style="list-style-type: none"> • Describe the electronic documents to be handled by individual companies/units in daily import and export operations, including the following types of documents: <ul style="list-style-type: none"> • Documents for purchase and goods (purchasing order, invoice, etc.) • Documents for consignment (bill of lading, master airway bill/house airway bill, seaway bill, etc.) • Documents for local transport (arrival notice, delivery order, good receipt, etc.) • Inspection, insurance and documentary credit (notice of inspection arrangement, insurance policy, etc.) • Invoice on local transaction and documents for payment (payment advice, payment receipt, etc.) • Describe the use of documents that need to be handled • Describe the handling procedures of relevant electronic documents • Describe the legal responsibilities of various types of electronic documents • Know how to operate software of the company to handle relevant electronic documents 2. Handle electronic documents commonly used in the import and export industry <ul style="list-style-type: none"> • Use relevant template to prepare the electronic document needed in each import and export 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
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of handling electronic documents commonly used in the import and export industry according to the requirements of the company and relevant units as well as the handling procedures for electronic documents
Remark	This UoC is adapted from the Logistics UoC LOCUEL211A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Handle air freight documents
Code	105175L2
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of examining air freight import documents to see if they meet the requirements of the importing/exporting country or related organisations, and to correctly handle relevant documents.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of air freight documents <ul style="list-style-type: none"> • Possess basic knowledge of air freight operations and its work flow • Describe necessary import /export documents 2. Handle air freight documents <ul style="list-style-type: none"> • Obtain and verify required export documents (e.g., commercial invoice, import/export permit, import/export licence) with reference to delivery procedure • Verify the air freight documents (e.g., destination, good quantity, good weight and dimension, commodity and product value, payment terms) • Handle booking request and issue relevant documents (e.g., booking confirmation or pickup notification) • Fill in or input the required information with reference to delivery procedure and operations guidelines and submit documents (or electronic documents) to relevant parties or government agents for export declaration • Send, receive and complete relevant documents (in electronic format or hard copy) • Send arrival notice to consignee or notify parties • Collect and check relevant import documents, and handle good release
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of handling air freight documents
Remark	This UoC is adapted from the Logistics UoC LOSAIE201A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Handle sea freight documents
Code	105176L2
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of handling sea freight documents.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of sea freight documents <ul style="list-style-type: none"> • Possess basic knowledge of sea freight operations and its work flow • Describe necessary import /export documents 2. Handle sea freight documents <ul style="list-style-type: none"> • Obtain and verify required export documents (e.g., commercial invoice, import/export permit, import/export licence) with reference to delivery procedure • Verify the sea freight documents (e.g., destination, good quantity, good weight and dimension, commodity and product value, payment terms) • Handle booking request and issue relevant documents (e.g., booking confirmation or equipment release order) • Fill in or input the required information with reference to delivery procedures and operations guidelines and submit documents (or electronic documents) to relevant parties or government agents for export declaration • Send, receive and complete relevant documents in electronic format or hard copy • Send arrival notice to consignee or notify parties • Collect and check relevant import documents, and handle good release
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of handling sea freight documents
Remark	This UoC is adapted from the Logistics UoC LOSAIE202A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Compile transport documents
Code	105177L2
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of compiling relevant transport documents for customers so as to facilitate import, export, and trading activities.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of shipping and transport documents <ul style="list-style-type: none"> • Describe the types and use of transport documents • Describe the processes of good transport and trading • Name the companies, government departments or organisations which issue or approve transport documents • State the time and process required for handling transport documents • Describe the legal provisions of transport documents and their implications • State the information and source required for compiling transport documents • Describe the guidelines for filling in or inputting information • Describe the technical terms and abbreviations used in the fields of transport, logistics, trading, and finance • Describe the use of appropriate format, wording and units for filling in good information 2. Compilation of shipping and transport documents <ul style="list-style-type: none"> • Handle relevant transport documents, including: <ul style="list-style-type: none"> • Prepare the information of the goods 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
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of compiling relevant transport documents properly according to delivery orders.
Remark	This UoC is adapted from the Logistics UoC LOCUIE207A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Complete various kinds of computerised freight document templates
Code	105180L2
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of handling all kinds of computerised freight document templates as required for routine import and export operations.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess basic knowledge of computerised document templates relevant to import and export operations</p> <ul style="list-style-type: none"> • Describe the types of computerised document templates as required for routine import and export operations of the company • Describe the information required for the completion of relevant computerised documents • Describe the workflow of handling computerised document templates • Describe the basic operation of the software used by the company to handle relevant computerised document templates <p>2. Handle computerised document templates used in routine import and export operations</p> <ul style="list-style-type: none"> • Complete relevant document templates to prepare computerised documents as required for import and export operations according to the company procedures • Select and save relevant computerised documents or circulate to other relevant units according to the workflow of import and export operations • Input relevant information and data to complete the data input procedure for the document • Circulate the document to relevant staff for reference or analysis according to the procedures
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of completing computerised document templates used in routine import and export operations according to the company procedures.
Remark	This UoC is adapted from the Logistics UoC LOCUEL101A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Arrange for customs declarations
Code	105178L2
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of understanding customs declaration procedures and making relevant arrangements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of customs declaration procedures <ul style="list-style-type: none"> • Describe the customs declaration procedures for the import and export of general and special goods • Describe the customs declaration procedures for the import and export of goods under bonded systems • Describe the eligibility requirements for company staff dealing with declaration work, declaration time and deadline, relevant organisations and location, declaration procedures and required documents • Describe the customs declaration procedures related to over-delivery, mis-delivery, short-delivery • Describe the customs declaration procedures related to transit, transshipment and through transport • Describe the procedures related to customs transfer • Describe the types of customs declaration documents and relevant arrangements • Describe the use of electronic data interchange or electronic platform for customs declaration • Describe the functions of the customs authority, the reasons and procedures for declaration, fees and late charges • Describe the details for customs declaration, such as the good code, main descriptions and quantity 2. Arrange for customs declaration <ul style="list-style-type: none"> • Ensure that timely declaration of imported and exported goods is made to the local customs authority • Appoint customs broker as required by local customs authority • Prepare sufficient and appropriate proofs and documents for customs declaration • Complete the documents or input the information as required by local customs authority • Submit the application form according to declaration procedures and requirements, and application time, format and means • Make enquiries to relevant organisations, documents verification and follow up the matter
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of completing the customs declaration procedures properly according to regulatory requirements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
Remark	This UoC is adapted from the Logistics UoC LOCUIE210A

Unit of Competency

Functional Area: Shipping Documents and Management

Title	Handle customs clearance procedures
Code	105179L2
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of handling matters related to customs clearance according to the procedures and requirements of relevant government departments (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess basic knowledge of customs clearance</p> <ul style="list-style-type: none"> • Describe the purposes of customs clearance and good inspection, and the duties of relevant officers • Describe the handling procedures for the good transportation • Describe the inspection methods used by the customs authority, such as spot check and appearance examination • Capable of booking the inspection service for seized goods via the internet • Describe the rights and obligations of the customs authority, shipper or carrier Describe the inspection locations and procedures of the customs authority • Describe the levy and supervision fee on imported, exported or re-exported goods • Describe the handling of damages arising from good inspection • Describe the clearance procedures for special goods, such as temporary imports and • Describe the clearance procedures for dutiable items and prohibited articles <p>2. Handle customs clearance procedures</p> <ul style="list-style-type: none"> • Prepare documents required for customs clearance • Make online bookings, changes, cancellations and enquiries • Notify good owners and their agents to send staff to supervise good inspection • Instruct staff to move, unwrap or repack the goods on behalf of the shipper • Monitor the good inspection work done by the customs authority • Keep a record in the report in case of damage to goods • Obtain a release certificate customer release after customs clearance • Record the matters related to good inspection and customs clearance
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of completing the customs clearance work according to regulatory requirements
Remark	This UoC is adapted from the Logistics UoC LOCUIE212A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Manage multimodal transport
Code	105214L3
Range	This unit of competency is applicable to practitioners in the import and export industry to manage outbound multimodal freight transport in accordance with freight transport requirements.
Level	3
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of multimodal transport <ul style="list-style-type: none"> • Describe the operations of multimodal transport • Describe the use of transport documents including air waybill, ocean bill of lading, carrier's certificate to serve as evidence of contract, good receipt and document of ownership 2. Handle outbound freight transport <ul style="list-style-type: none"> • Identify customer requirements, including speed and good safety, to transport good to destination • Identify freight transport requirements based on such criteria as customer requirements, transport cost, good types, and good size • Seek advice from freight forwarder on the best routes, combination of transport modes (air, sea, and/or land transport), and shipping costs • Make transport decisions including selection of transport modes, carriers, and routing in accordance with freight transport requirements • Book the necessary space • Handle customs clearance • Arrange insurance if required • Prepare packing and marking of goods • Prepare container loading plan if required • Prepare export documentation • Arrange transport of goods • Track and trace good status • Report required information, e.g. transit time and delivery status, to customers 3. Review multimodal transport operations <ul style="list-style-type: none"> • Conduct review on the effectiveness and efficiency of multimodal transport processes on a regular basis • Provide recommendation to make adjustments on the processes to improve the effectiveness and efficiency of the transport operations
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of arranging outbound freight transport to meet freight transport requirements • Capable of tracing good status and reporting information to customers
Remark	----

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Carry out freight cost calculations
Code	105215L3
Range	This unit of competency is applicable to practitioners in the import and export industry to calculate freight costs to facilitate the planning of good transport.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge in calculation <ul style="list-style-type: none"> • Describe shipping operations, e.g. freight quotation, routing, multimodal transport, shipping charges and surcharges • Master the use of basic calculation devices, e.g. calculator and spreadsheet • Possess basic skills for unit conversion: <ul style="list-style-type: none"> • Calculate freight ton • Calculate monetary unit conversion for different currencies 2. Calculate freight costs <ul style="list-style-type: none"> • Calculate transport costs in accordance with <ul style="list-style-type: none"> • Freight rate quoted by carriers • Modes of transport • Loading and unloading costs involved in multimodal transport • Port of terminal handling charges • Documentation fees • Surcharges, e.g., bunker adjustment factor, currency adjustment factor, security surcharge, IMO surcharge, heavy weight surcharge, general rate increase, port congestion surcharge, peak season surcharge • Other related costs, e.g. costs of moving goods to and from the port and good handling costs • Estimate the loading/unloading time and container usage time to calculate demurrage and detention charges 3. Find ways to save freight costs <ul style="list-style-type: none"> • Identify and evaluate effective methods to save freight costs, e.g. use multimodal transport agreement to include loading and unloading costs involved at the interchange, find the lowest rates provided by carriers, avoid the incurring of demurrage and detention, and check the minimum charge for freight • Select appropriate methods to save freight costs
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of calculating freight costs • Capable of identifying and selecting ways to save transport costs
Remark	----

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Manage documents for special goods
Code	105216L3
Range	This unit of competency is applicable to practitioners in import and export industry to handle the documents for special goods. Practitioners should also be capable of ensuring the compliance of code of conduct and relevant regulatory requirements, e.g. Dangerous Goods Ordinance Cap. 295 and subsidiary regulations, and Import and Export Ordinance Cap. 60 and its subsidiary regulations.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess basic knowledge of handling special goods</p> <ul style="list-style-type: none"> • Describe the rules outlining the responsibilities of transporting special goods, e.g. dangerous goods, prohibited articles, and dutiable commodities • Describe the procedures and documentation requirements of handling the import, export and re-export of special goods • Describe procedures of the Customs and Excise Department, cargo terminals, warehouses, and their documentation requirements • Describe classifications, characteristics, names and abbreviations of dangerous goods, prohibited articles and dutiable commodities • Use a range of skill to identify the possible omissions or negligence in handling special goods <p>2.1. Handle special goods documentation</p> <ul style="list-style-type: none"> • Request suppliers or manufacturers to submit the required documents or information • Check the information consistency of special goods and the information provided in the documents • Check the information consistency of the description on the packaging and label, and the documents • Inform the responsible parties for the special handling procedures and the code of conduct to store and/or transport the goods • Apply and obtain permits and/or other required documents from government departments or regulated agencies • Send the required documents to relevant parties, including the Customs and Excise Department, cargo terminals, bonded warehouses, carriers, and customers <p>2.2. Monitor the documentation requirements of special goods</p> <ul style="list-style-type: none"> • Review laws and regulations concerning new handling requirements of dangerous goods, prohibited articles and dutiable commodities in local and relevant major trading markets on a regular basis • Monitor import and export activities on an on-going basis to ensure its compliance with regulatory requirements and code of conduct • Identify and report if any possible breaches of laws and regulations in handling special goods • Consolidate relevant information and provide effective recommendation to parties concerned to ensure the compliance of relevant code of conduct for handling special goods
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of handling documentation for the storage and transportation of special goods in accordance with code of conduct • Capable of monitoring global and local laws and regulations of handling special goods
Remark	----

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Complete import/export documents
Code	105217L3
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of completing and checking import/export documents in compliance with the relevant workplace and regulatory requirements.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of import/export documentation <ul style="list-style-type: none"> • Describe import/export documents process • Describe relevant legislative and regulatory requirement • Describe workplace documentation requirements 2.1. Identify procedures required for import/export documentation <ul style="list-style-type: none"> • Identify and source documents required for import and export of goods • Apply content requirements for each section of the documentation • Identify and record timelines for completion of documents • Identify requirements for permits and other documents and note implications • Report problems to appropriate personnel in identifying required documents and complete documentation 2.2. Prepare import and export documents <ul style="list-style-type: none"> • Identify content requirements for each section of the documentation according to the Customs requirements and related legislation and workplace procedures (e.g., details of name and address of shipper and consignee, harmonised system (HS) code for commodity classification, and country code) • Implement workplace procedures for authorisations • Identify problems arising in completing required documents and report to appropriate personnel • Take actions to meet deadlines in certain countries • Report problems to appropriate personnel in completing required documents (e.g., customs declaration) 2.3. Check documentation to ensure it meets regulatory requirements <ul style="list-style-type: none"> • Collate and check documents in accordance with the Customs requirements and related legislation and workplace procedures 2.4. Complete documentation <ul style="list-style-type: none"> • Forward documents to relevant personnel in accordance with the Customs requirements and related legislation and workplace procedures • File, store, and retain documents according to relevant Customs requirements and legislative requirements (e.g., Dangerous Goods Ordinance Cap 295 and subsidiary regulations)
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying procedures required for import/export documents • Capable of completing and checking documents and records to meet relevant workplace and regulatory requirements
Remark	This UoC is adapted from the Logistics UoC LOSAIE302A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Verify the required proofs and documents
Code	105218L3
Range	This unit of competency is applicable to practitioners in import and export industry to verify commercial and transport documents to eliminate errors or ambiguity.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of verifying documents <ul style="list-style-type: none"> • Describe commercial documents, e.g. pro-forma invoice, commercial invoice, packing list, inspection certificate, insurance certificate, product testing certificate, health certificate, phytosanitary certificate, fumigation certificate, consular invoice • Describe transport documents, e.g. Bill of Lading, House Bill of Lading, Sea Waybill, Air Waybill, or House Air Waybill • Describe the importance of providing timely and accurate information • Use a range of skills to source required information to complete documentation • Use a range of skills to identify the documentation requirements in accordance with such factors as country of destination, places of transshipment, types of goods, and customer requirements 1. Verify proofs and documents <ul style="list-style-type: none"> • Identify the sources of the information provided in the proofs and documents • Verify the consistency or compatibility of the information provided in the proofs and documents • Check the sufficiency of the contents of the proofs and documents • Check the correctness of the identity of the issuers of the proofs and documents • Check whether the proofs and documents are signed, endorsed or confirmed by the relevant parties • Take note of special terms and conditions, and instructions • Check the correctness and accuracy of required types and quantity of documents • Examine commercial documents and transport documents and make prompt corrections if errors spotted 3. Ensure timely delivery of good <ul style="list-style-type: none"> • Ensure the information provided in the commercial and transport documents meets the documentation requirements • Complete required documents timely and accurately to ensure timely good delivery
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of checking the information accuracy of proofs and documents • Capable of verifying the proofs and documents in a timely manner
Remark	----

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Apply specialist permit requirements for customs clearance
Code	105219L3
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of applying specialist permit requirements as a customs clearance activity according to the relevant customs and regulatory requirements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of specialist permit requirements <ul style="list-style-type: none"> • Describe special permit requirements • Describe company policy and procedures • Describe business operations of the import and export related industries 2.1. Identify the requirements <ul style="list-style-type: none"> • Identify goods requiring permits for import/export • Identify goods and commodities restricted/prohibited for import/export under the regulatory 2.2. Assess permit applications <ul style="list-style-type: none"> • Explain and follow permit application process by the applicant • Engage specialist expertise to clarify permit application process as required • Gather and document information required for permit application • Identify and gather other required documentation • Undertake liaison with customer as required to facilitate completion of permit application • Check permit application and other required documentation • Inform customer about the application process and progress 2.3. Facilitate gaining of permits <ul style="list-style-type: none"> • Communicate permit requirements to customers • Identify and address problems arising with application • Enter into negotiations and discussions with customers, relevant personnel and permit issuing authorities to facilitate issuing of permits • Review approved applications to ensure compliance with customer requirements • Store application and permit documentation
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying the required permits and assisting permit applications • Capable of facilitating the processing of permits • Capable of communicating and negotiating with customs and government agencies responsible for the issuing of permits
Remark	This UoC is adapted from the Logistics UoC LOCUIE302A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Classify commodities for import and export
Code	105220L3
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of classifying commodities for import and export of goods according to the relevant customs and regulatory requirements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of commodity classification <ul style="list-style-type: none"> • Describe commodity classification • Describe business operations in import and export related industries 2.1. Locate resources sufficient for classification of goods <ul style="list-style-type: none"> • Determine resources and documentation sufficient to classify goods • Obtain relevant resources and required documents for the classification of commodities 2.2. Apply identification principles to goods <ul style="list-style-type: none"> • Identify goods in accordance with commodity classification • Check alternative classifications as required • Seek assistance as required 2.3. Utilise classification tools <ul style="list-style-type: none"> • Utilise resources to assist in classification of goods • Consult customer to obtain further details of characteristics of goods to be classified as required • Seek assistance as required • Make classification of goods • Check classification with manager, supervisor or more senior personnel prior to customs import being completed 2.4. Complete post classification requirements in accordance with legislative requirements <ul style="list-style-type: none"> • Prepare tariff classification advice request in response to identified problems • Correctly enter classification on the customs entry/declaration in accordance with the requirements of Customs and related regulatory requirements • Retain completed documentation by relevant personnel in accordance with the requirements of Customs and related regulatory requirements • Retain and pass on relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) to the customer in accordance with the requirements of Customs and related regulatory requirements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of locating resources necessary for the classification of commodities for import and export of goods • Capable of utilising classification tools as directed • Capable of selecting and using the technology required to classify commodities for import and export of goods • Capable of completing commodity classification
Remark	This UoC is adapted from the Logistics UoC LOCUIE305A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Obtain licences for freight operations and make relevant administrative arrangements
Code	105221L3
Range	This unit of competency is applicable to practitioners in import and export industry. Practitioners should be capable of applying licence for transport and logistics operations and making relevant administrative arrangements (e.g., Import and Export Ordinance Cap. 60 and its subsidiary regulations).
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess basic knowledge of freight operating licences <ul style="list-style-type: none"> • Describe government licence requirements for transport and logistics operations, e.g., strategic commodities control in Hong Kong and non-strategic commodities (including rice, ozone depleting substances, rough diamonds, Mainland cereals & grain flour, wine exports to Mainland) • Describe government permit requirements for dutiable commodities • Describe the government departments related to licensing requirements, such as Trade and Industry Department, Marine Department and Civil Aviation Department, Customs and Excise Department • Describe basic legislations and business requirements of Mainland China and regions involved • Describe the process, guideline, requirements, charges and source of information for licence application • Describe the application procedures for operating licence 2. Obtain licence for freight operations <ul style="list-style-type: none"> • Handle issues related to local and overseas licences and permits according to operational needs and requirements of the company: <ul style="list-style-type: none"> • Apply to organisations or departments concerned in writing • Complete application form obtained from organisations or departments concerned • Prepare necessary information, documents or files for submission to organisations or departments concerned • Inform organisations or departments concerned of any change in operational requirements according to instructions • Apply/Renew the licence/permit in accordance with regulatory requirements • Obtain regularly information relevant to import/export licences/permit and update information
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of mastering the arrangements for all kinds of licences or permits necessary for the transport and logistics operations • Capable of obtaining information relevant to freight operating licences and updating information; and applying required licences or permits in accordance with regulatory requirements
Remark	This UoC is adapted from the Logistics UoC LOSAIE305A

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Manage import and export activities
Code	105298L4
Range	This unit of competency is applicable to practitioners in import and export industry to use terms and conditions to handle import and export activities.
Level	4
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of import and export operations <ul style="list-style-type: none"> • Describe general trade terms and conditions, including application of terms and conditions, interpretation, Incoterms, basis of sale, orders and specifications, price, payment, delivery, insurance, inspection/shortage, risk of property, assignment, warranties and liability, limitation of liability, buyer's default, confidentiality, communications, force majeure, buyer's duty to advise special requirements, buyer's duty to comply with import legislation and regulations, waiver, severance, third party rights, consumer rights, and law and jurisdiction • Describe code and abbreviations in import and export operations • Employ a range of skills to handle import operations • Employ a range of skills to handle export operations 2.1. Handle import processes <ul style="list-style-type: none"> • Identify sourcing objectives • Identify potential suppliers • Clarify import regulations and requirements • Send enquiries to suppliers • Analyse quotations, offer terms and conditions • Confirm sales contract including terms and conditions • Arrange insurance if required • Prepare payment • Prepare import documentation, customs clearance, and acquire goods 2.2. Handle export processes <ul style="list-style-type: none"> • Handle enquires from overseas buyers • Check buyer's background from Hong Kong Export Credit Insurance Corporation (ECIE), banks and/or other sources • Make quotations for potential buyers • Confirm sales contract including terms and conditions • Execute contract, e.g., arrange shipment, prepare export documentation, and customs clearance • Arrange insurance if required • Present required documents for payment 3. Review import and export operations <ul style="list-style-type: none"> • Conduct review on the terms and conditions as an integral part of import and export contract on a regular basis • Conduct review on the efficiency of import and export processes on a regular basis • Provide recommendation to make adjustments to improve the effectiveness and efficiency of the operations
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of using freight terms, codes and abbreviations to handle import activities • Capable of using freight terms, codes and abbreviations to handle export activities
Remark	----

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Develop and implement e-commerce procedures
Code	105299L4
Range	This unit of competency is applicable to practitioners in the import and export industry to develop and implement e-commerce procedures to meet the requirements of import and export operations.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of e-commerce operations <ul style="list-style-type: none"> • Describe the import and export operations • Use a range skills to formulate e-commerce plans • Use a range of techniques to develop and implement e-commerce procedures 2.1. Formulate e-commerce plans <ul style="list-style-type: none"> • Identify the objectives of the e-commerce plans • Evaluate the current business functions and processes • Evaluate the current infrastructure capabilities including hardware, software, and database • Identify the needs for new e-commerce system • Identify the types of change, e.g. automation to speed up the performance of existing tasks, rationalisation of procedures to streamline standard operating procedures, or business process reengineering to radical redesign business process • Identify the change in business processes, and management practices • Conduct feasibility to determine the feasibility of the changes • Identify budget requirements to develop and implement the e-commerce procedures 2.2. Develop e-commerce procedures <ul style="list-style-type: none"> • Specify information requirements to identify who needs what information, where, when, and how • Determine how the e-commerce system fulfil the information requirements • Complete the steps of programming and acceptance testing 2.3. Implement e-commerce procedures <ul style="list-style-type: none"> • Identify and select appropriate conversion strategies, e.g. parallel run, direct cutoff, pilot study, or phased approach • Prepare documentation to describe how the e-commerce system works from both technical and end-user standpoints • Complete conversion to make the new e-commerce procedures in operations 3. Evaluate the e-commerce procedures <ul style="list-style-type: none"> • Conduct review to evaluate the e-commerce system • Prepare a post-implementation audit document to determine how well the new system has met its original objectives • Modify and fine-tune the system • Maintenance for the system through changes in hardware, software, documentation, or procedures to correct errors and improve processing efficiency
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating e-commerce plans • Capable of developing and implementing e-commerce procedures • Capable of conducting e-commerce system maintenance
Remark	----

**Competencies for Practitioners
of the Import and Export Industry**

**Functional Area:
Quality Management**

Unit of Competency**Functional Area: Quality Management**

Title	Handle issues on quality of import and export services
Code	105222L3
Range	This unit of competency is applicable to practitioners in the import and export industry to recognise and evaluate the potential failure of a product or process and its effects. The tasks also involve the identification of actions to eliminate or reduce the chance of potential failures.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of failure mode and effect analysis <ul style="list-style-type: none"> • Describe the application of failure mode and effect analysis (FMEA) in service • Use the analytical technique of FMEA to provide detailed description of how failures influence system performance • Use FMEA to increase satisfaction from the perspective of users 2.1. Specify possibility <ul style="list-style-type: none"> • Assign each activity in the import and export operating system a unique identifier to ensure none of the activity will be overlooked • Use such tool as block diagram to list all functions of each activity of the operating system • List failure modes for each function • Use short statement to describe the failure modes, e.g. how a function may fail, what services does or does not perform when the function fails • Use a hierarchical approach to describe the effects of each failure mode to judge the severity of each effect 2.2. Quantify risk <ul style="list-style-type: none"> • Categorise the degree of severity into catastrophic, critical, marginal, and negligible • Estimate the relative likelihood of occurrence for each failure, e.g. by using a 10-point scale ranging from extremely unlikely (1) to extremely likely (10) • Estimate the effectiveness of current process to control or prevent the occurrence • Assign risk priority number to each activity 2.3. Eliminate or reduce high risks <ul style="list-style-type: none"> • Priority work • Develop action plans to eliminate or reduce high risks • Assign actions and tasks responsibility • Ensure tasks are completed 3. Re-evaluate of risk <ul style="list-style-type: none"> • Re-calculate risk on a regular basic • Re-assign risk priority number • Review the current design of the process to eliminate or reduce to occurrence of failure
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of specifying possibility of failure and quantifying risk • Capable of developing action plans to eliminate or reduce high risks
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Use international standards to assure quality
Code	105300L4
Range	This unit of competency is applicable to practitioners in the import and export industry to use international standards for managing quality-related activities in upstream, core processes, and downstream operations.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of international standards <ul style="list-style-type: none"> • Describe various international quality standards, e.g. ISO • Use appropriate procedures to conduct quality improvement analyses 2. Manage quality-related activities <ul style="list-style-type: none"> • Upstream activities <ul style="list-style-type: none"> • Use international standards to filter suppliers, e.g. whether suppliers are ISO registered • Use such methods as acceptance sampling to determine whether supplier products meet requirements • Use established criteria (e.g. conformance rate, cost levels, and delivery reliability) to grade suppliers • Use appropriate supplier development tools to conduct such activities as evaluating, training, and implementing systems with suppliers • Core process activities <ul style="list-style-type: none"> • Use such tools as value stream mapping for flowcharting process to determine where customer value is created and identify non-value added process steps • Use appropriate procedures, e.g. six sigma, to define, measure, analyse, improve, and control activities to assure quality • Downstream activities <ul style="list-style-type: none"> • Implement international standards in workplace to assure the quality of such downstream activities as shipping and logistics, customer support, and delivery reliability • Implement international standards to assure the quality of after-sale service
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of using international standards to manage upstream activities • Capable of using appropriate procedures to assure quality in core process activities • Capable of implementing international standards to assure quality in downstream activities
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Select measures to conduct performance analysis
Code	105301L4
Range	This unit of competency is applicable to practitioners in the import and export industry for identifying items to measure and select performance measures to conduct performance analysis.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <p>1 Possess. knowledge of performance measure system</p> <ul style="list-style-type: none"> • Describe measures of performance, e.g. customer measures, and financial measures • Use a range of skills to identify objectives of developing performance measurement system <p>2. Select appropriate measures</p> <ul style="list-style-type: none"> • Identify the objectives or the uses of performance measures, e.g. establish baseline measure and reveal trends, determine the areas to be improved, identify performance gap, and determine the overall performance • Identify items to measure: <ul style="list-style-type: none"> • Human resources performance, e.g. absenteeism, turnover, employee satisfaction index, number of grievances • Customers performance, e.g. number of complaints, customer satisfaction index, number of on-time delivery • Production performance, e.g. inventory turn, non-conformities per thousand units, machine or equipment downtime, number of product returned, cost per unit • Supplier performance, e.g. average lead time, billing accuracy, service rating • Marketing/sales performance, e.g. sales expense to revenue, new product sales to total sales, number of new customers • Evaluate the effective use of measures to find out the gap between the actual and expected performance, • know the correctness of resources allocation, and measure the impact of changes made • Determine criteria to select measures, e.g. simple, visible, timely, cost • Select appropriate measures to conduct performance analysis • Conduct trend analysis and identify problems • Take corrective actions to improve performance <p>2. Use measurement system effectively</p> <ul style="list-style-type: none"> • Select, collect, analyse, align, integrate, and use the measures in day-to-day operations • Ensure the accuracy, integrity, reliability, timeliness, security, and confidentiality of the data used in conducting performance analysis • Review the company performance and capabilities based on the results • Support the analysis and the use of information to improve business process • Use the information to support appropriate improvement efforts • Enhance staff members' ability to obtain, analyse, and use the information
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying measurement to measure performance • Capable of setting criteria to select measures • Capable of selecting appropriate measure to conduct performance analysis according to predetermined objectives • Capable of using performance measurement system effectively
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Promote quality management in workplace
Code	105302L4
Range	This unit of competency is applicable to practitioners in the import and export industry to apply integrative approach for creating quality system to promote customer closeness in workplace.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of quality system model <ul style="list-style-type: none"> • Describe the blocks of quality system, i.e. people, organisational learning and knowledge, culture, closeness to customers, information and finance, and processes • Use integrative approach to build quality system 2.1. Build quality system <ul style="list-style-type: none"> • Develop, train, care for, and motivate people to build the base of the quality system • Improve learning and knowledge in workplace to fuel outstanding quality results • Identify key aspects of organisational culture (including attitudes toward change, presence or absence of fear, degree of openness, fairness, and trust) • Build constructive cultures, e.g. decision making is open, information is available, and risks are rewarded • Gather data about customer and analyse the data to understand the needs and wants of existing customers and competitors' customers • Use information system to provide core support for satisfying customers • Identify and obtain financial support to provide the infrastructure and services to achieve customer satisfaction 2.2. Establish enterprise capabilities <ul style="list-style-type: none"> • Promote customer closeness quality system in workplace to retain current customers and attract customers from competitors • Provide high-quality customer service to develop enterprise capabilities that make the company unique and attractive to customers 3. Provide quality products and services <ul style="list-style-type: none"> • Ensure all building blocks of the quality system are in place in all the functional areas and throughout all levels of the company • Use integrative approach to establish customer-centered quality system to provide high-quality products and services
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of building quality system to achieve customer satisfaction • Capable of promoting customer closeness and establishing enterprise capabilities
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Conduct quality management audits
Code	105303L4
Range	This unit of competency is applicable to practitioners in the import and export industry for establishing the courses of action to carry out quality audit and conduct post-implementation review.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Describe the process of quality audits in import and export industry <ul style="list-style-type: none"> • Describe operational audits and performance audits • Describe types of performance audits, e.g. supplier audits, certification audits, award audits, and consultant audits • Describe qualitative and quantitative elements in audits • Use a range of skills to establish quality audit processes 2. Carry out quality audit <ul style="list-style-type: none"> • Prepare for the audit including the steps to collect relevant materials, develop list of questions, and establish schedule • Select appropriate members (with technical and managerial expertise) for the audit team • Develop checklists which contain the questions to be studied in the audit • Call the opening meeting to establish ground rules of the audit, and agree on the availability of all pertinent information to the audit team • Gather pertinent information to conduct the audit • Analyse the information and develop preliminary results • Share the preliminary results with the management • Provide final report with plans for taking corrective actions to obtain desired results • Implement the corrective actions 3. Conduct post-implementation review <ul style="list-style-type: none"> • Perform post-implementation review to ensure corrective actions were taken • Ensure desired results obtained
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of carrying out quality audit • Capable of conducting post-implementation review to obtain desired results
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Formulate and implement performance pledges
Code	105304L4
Range	This unit of competency is applicable to practitioners in the import and export industry for identifying the customer requirements and industry performance standards to formulate according to company strategic direction. The tasks also involve the implementation of performance pledges in workplaces.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of performance pledges <ul style="list-style-type: none"> • Describe the concept of performance pledge • Describe customer requirements • Describe the service requirements and key performance indicators of import and export activities • Use a range of skills to collect relevant information (e.g., customer requirements, industry best practices, and current performance standards) to formulate performance pledge 2.1. Establish performance standards <ul style="list-style-type: none"> • Identify company strategic direction on service provision to customers • Identify the customer requirements • Study the current operations to understand the existing performance • Identify the gap between existing company standards and customer requirements • Search for best practices in the industry and industry key performance indicators • Establish performance pledge according to the customer requirements, industry performance standards, and existing company performance standards • Compile performance pledge report to outline the services and the level of performances to be performed 2.2. Implement performance pledges <ul style="list-style-type: none"> • Develop action plans to specify tasks, sequence tasks, determine resource needs, establish task schedule, and assign responsibility for each task • Describe expected results and provide methods for monitoring results • Identify expected problems to implement performance pledges in workplaces and provide suggestions to solve the problems 3. Conduct review <ul style="list-style-type: none"> • Collect data to measure service levels • Identify the variations of actual performance against pre-determined performance requirements • Provide effective recommendation to ensure that the pre-determined performance requirements are achieved • Repeat the process of establishment and implementation of performance pledges for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating performance pledges • Capable of compiling reports to outline the services and the level of performance • Capable of developing action plans to implement pledges • Capable of conducting review and using performance pledge as a tool for continuous improvement
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Implement continuous process improvement
Code	105305L4
Range	This unit of competency is applicable to practitioners in the import and export industry for utilising effective improvement techniques to carry out continuous process improvement.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge about continuous improvement <ul style="list-style-type: none"> • Describe relevant process improvement techniques • Describe relevant measurement tools for process improvement • Use a range of skills to implement the change 2.1. Implement continuous process improvement plan <ul style="list-style-type: none"> • Prepare implementation plan to designate required actions, assign responsibility, and establish implementation milestones • Report work process to relevant personnel • Use relevant measurement tools (e.g. control charts and Pareto diagrams) to monitor and evaluate the process change • Review the progress • Use relevant tools (e.g. combination map) to measure the results of an improvement 2.2. Conduct post-implementation review <ul style="list-style-type: none"> • Perform post-implementation review to ensure corrective actions were taken • Ensure desired results obtained
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of implementing continuous process improvement • Capable of conducting post-implementation review
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Manage continuous process improvement
Code	105334L5
Range	This unit of competency is applicable to practitioners in the import and export industry for utilising effective process improvement techniques to manage continuous process improvement.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge about continuous process improvement <ul style="list-style-type: none"> • Use appropriate process improvement techniques, e.g. PDCA cycle to establish continuous improvement systems • Devise potential solutions which include the steps to create new processes, combine different processes, and modify existing processes • Use a range of skills to implement the change • Use a range of skills to study the results and plan for the future 2.1. Plan the continuous process improvement <ul style="list-style-type: none"> • Identify problems and prioritise opportunities for continuous process improvement • Use such tools as process flow diagram to define process boundaries, outputs and customers, inputs and suppliers, and process flow • Determine level of customer satisfaction and establish performance measures • Compile customer satisfaction data • Determine data needed to measure supplier performance • Compile supplier satisfaction data • Determine data needed to manage process • Develop measures for quality/cost/timeliness of inputs and outputs • Employ relevant analysis tools (e.g., cause-and-effect diagram) to determine the root cause • Devise potential and feasible solutions • Recommend the best solution to facilitate continuous process improvement 2.2. Review the results <ul style="list-style-type: none"> • Track and study the effectiveness of the continuous process improvement efforts • Monitor the change to ensure ongoing measurement and achieve continuous process improvement • Identify problems during the implementation and make modifications to meet the new development • Use such tools as positive control of the process, process certification, and operator certification to standardise the solution • Develop checklist to certify the quality peripherals, i.e. the system, environment, and supervision 3. Plan for the future <ul style="list-style-type: none"> • Transfer experience, skills, and technical know-how to appropriate activities within the company • Conduct regular scheduled reviews of change progress • Track changing customer requirements • Establish system to track performance and identify areas for future improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of planning continuous process improvement • Capable of reviewing the results • Capable of planning for the future
Remark	Develop and evaluate quality management training programmes

Unit of Competency**Functional Area: Quality Management**

Title	Develop and evaluate quality management training programmes
Code	105335L5
Range	This unit of competency is applicable to practitioners in the import and export industry to develop and implement quality management training programmes with a five-phase process involves training need analysis, definition of instructional objectives, training design, implementation, and evaluation.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of training techniques and quality management <ul style="list-style-type: none"> • Possess basic knowledge of quality management • Describe training requirements for existing staff and new staff 2. Develop training programmes for quality management <ul style="list-style-type: none"> • Conduct needs analysis from various perspective • Set instructional objectives for quality management training programmes • Identify the required training resources • Acquire required resources • Design training programmes, e.g. tailoring a course or set of courses according to the company needs • Allocate resources as needed • Develop training materials • Deliver the training programmes 3. Evaluate quality management training programmes <ul style="list-style-type: none"> • Evaluate the effectiveness of the training programmes against company's needs • Provide recommendation and make adjustment if required
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing customised quality management training programmes • Capable of implementing and evaluating training programmes
Remark	----

Unit of Competency

Functional Area: Quality Management

Title	Develop quality management systems for product development
Code	105336L5
Range	This unit of competency is applicable to practitioners to establish quality management system for product development and translate customer requirements into products. The tasks also involve the development of quality management system for product development to show performance trends and identify problems.
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of quality management in product design <ul style="list-style-type: none"> • Use quality management methods to perform functional design • Employ a range of skills to implement customer needs in the product development process 2.1. Establish quality management system in product development processes <ul style="list-style-type: none"> • Generate product idea through internal sources (e.g. marketing, research and development) and external sources (e.g. customers and contract manufacturers) • Use relevant approaches (e.g. survey, trend publications) to gather information to project future customer needs • Use relevant tools (e.g. technology feasibility statement) to select technology for product development • Identify key quality characteristics and potential for variability of available materials • Select materials that provide the best performance for customers at acceptable costs • Use such approaches as technology development for process selection to determine process to transform materials into products • Define final product in final drawings and specifications for the product and product families • Manage marketing and distribution related activities to develop marketing plan, identify supply chain channels and distribute networks • Design after-sales process including maintenance, warranties, repair process • Estimate demand for the product and finances of the company and select manufacturing system design to manufacture high-quality and low-cost products 2.2. Develop performance management system <ul style="list-style-type: none"> • Identify appropriate tools/methods to measure: <ul style="list-style-type: none"> • Quality, e.g. percent reduction in nonconformities, percent reduction in corrective action cycle time • Cost, e.g. Percent increase in inventory turnover, percent reduction in data transactions • Flexibility, e.g. percent reduction in setup time, percent increase in common materials used per product • Reliability, e.g. percent increase in on-time delivery, percent reduction in down time • Innovation, e.g. percent increase in new product sales revenue, percent increase in new patents granted • Integrate all the measures into a total system of measure • Track the metrics to show performance trends • Identify problem areas • Develop improvement procedures 3. Translate customer needs into functional product design <ul style="list-style-type: none"> • Use such methods as quality functional development (QFD) to translate customer requirements into designs • Use such tools as product design specification (PDS) to ensure the design and development of the product meets the customer requirements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of establishing quality management system in product development processes • Capable of translating customer needs into designs in quality management system
Remark	----

Unit of Competency**Functional Area: Quality Management**

Title	Establish benchmarks for continuous improvement
Code	105337L5
Range	This unit of competency is applicable to practitioners in the import and export industry for comparing the company's key measures of performance with others in the industry to determine where improvement opportunities exist.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of benchmarking skills <ul style="list-style-type: none"> • Describe benchmarking process • Explain 5Ws (i.e., who, what, where, when, and why) and 2Hs (i.e., how and how much) in benchmarking • Use a range of skills to determine 'what to measure' and 'what to benchmark against' 2.1. Perform benchmarking <ul style="list-style-type: none"> • Identify the strategic objectives of the company • Determine the focus, e.g., based on customer requirements, or general continuous improvement process • Compile relevant information to assess the company, e.g., 5Ws and 2Hs • Use such tools as flowcharts to describe the process involved • Define what is critical for the company to remain competitive • Determine the performance measures for benchmarking assessment to judge the performance of the company • Identify criteria to select who to benchmark against, e.g., the activities under investigation, the scale of operations, the number and types of customers, the financial performance, and the growth of the market share • Select appropriate companies to benchmark against • Collect and analyse data pertaining to the established measures and standards • Verify the company's compliance with the performance measures and standards • Judge the company's ability to perform the established measures and standards 2.2. Create report <ul style="list-style-type: none"> • Provide a report to summarise the significant strength and weakness of the area under study • Report the gap between existing and desired levels of performance • Report the findings to investigate and solve root cause, reduce process variation • Establish systems to prevent re-occurrence of non-conformance 2.3. Improve process to close the gap <ul style="list-style-type: none"> • Communicate the findings to relevant personnel who can enable improvement • Translate the findings into goals and objectives • Develop action plans to implement the change • Incorporate the change into the company's strategic planning process 3. Use benchmarking for continuous improvement <ul style="list-style-type: none"> • Repeat the benchmarking process to identify opportunity for further improvement • Use benchmarking continuously to pursue emerging new ideas
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of benchmarking best practice performance to identify performance gap • Capable of improving organisational process to close the performance gap • Capable of using benchmarking as a tool for continuous improvement
Remark	----

**Competencies for Practitioners
of the Import and Export Industry**

**Functional Area:
Strategic Management**

Unit of Competency**Functional Area: Strategic Management**

Title	Assess environmental impacts of working procedures
Code	105306L4
Range	This unit of competency is applicable to practitioners in the import and export industry for conducting assessment to evaluate the environmental impacts of the company and to develop relevant measures to improve environmental performance.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of environmental impact assessment <ul style="list-style-type: none"> • Describe relevant environmental protection regulations, code of conduct on environmental assessment • Apply skills to carry out environmental assessment on global issues (e.g., corporate environmental policy, environmental purchasing policy, energy management programme, electrical energy consumption, ozone depleting substances, facility for recycling materials, etc) • Apply skills to carry out environmental assessment on local issues (e.g., electricity maximum demand, water conservation, bacteria from wet cooling towers, noise from building, vehicular access for waste disposal, office maintenance, etc) 2.1. Conduct environmental assessment <ul style="list-style-type: none"> • Assess regulatory requirements and code of conduct related to company's activities on a regular basis • Identify key elements or major matters that affect import and export activities • Assess their impacts on the company's business operations • Identify and select measures to enhance operating procedures to improve environmental performance, e.g. minimise the effects of pollution during operations, minimise the effects of pollution during maintenance, avoid environmental damage, and transport and handle hazardous materials safely • Explain to relevant staff members on the importance of environmental protection, relevant international and local regulatory environmental requirements, and responsibilities and impact by violation of regulations to ensure environmental protection in workplace 3. Provide recommendations on improvement of environmental performance <ul style="list-style-type: none"> • Develop plan on environmental assessment • Review the effectiveness of environmental protection measures to enhance business operating procedures • Propose effective plan to improve environmental performance
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of assessing environmental impacts on company's business operations • Capable of developing measures to improve environmental performance • Capable of providing recommendations to improve environmental performance
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Implement environmental protection procedures
Code	105307L4
Range	This unit of competency is applicable to practitioners in the import and export industry to implement environmental procedures according to the code of conduct. Tasks also involve the evaluation on the effectiveness of the environmental procedures to enhance environmental performance.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of environmental management <ul style="list-style-type: none"> • Describe relevant environmental protection regulations, e.g. Noise Control Ordinance, Ozone Layer Protection Ordinance, Merchant Shipping (Prevention and Control of Pollution) Ordinance, Sewage Service Ordinance, Nuclear Material (Liability for Carriage) Ordinance • Describe the code of conduct of import and export company to conduct environmental assessment on local and global issues • Use a range of skills to develop action plans to implement environmental protection procedures • Use a range of skills to evaluate the effectiveness of the environmental protection procedures 2.1. Implement environmental procedures in workplace <ul style="list-style-type: none"> • Identify company environmental policy and procedures • Assess current and potential environmental hazards in business operations • Assess identified hazards in accordance with relevant code of conduct or regulatory requirements • Develop action plans to implement environmental procedures to improve environmental performance, e.g. minimise the effects of pollution during operations, minimise the effects of pollution during maintenance, avoid environmental damage, and transport and handle hazardous materials safely • Estimate required resources to implement the environmental protection procedures • Obtain required resources • Determine the implementation schedule • Identify expected difficulties in implementing the environment procedures and find out solutions • Assign tasks and responsibilities to staff members 2.2. Monitor environmental performance <ul style="list-style-type: none"> • Determine the standards of environmental performance • Collect information to measure the actual environmental performance • Identify the gap between actual and desired performance • Take relevant corrective actions to close the gap 3. Continuously improve environmental protection procedures <ul style="list-style-type: none"> • Develop plan to implement environmental protection procedures • Review the effectiveness of the environmental protection procedures on a regular basis • Provide effective recommendations to continuous improvements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing actions to implement environmental procedures • Capable of monitoring the environmental performance and taking relevant corrective actions • Capable of reviewing the effectiveness of environmental procedures
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Enhance awareness of environmental protection
Code	105308L4
Range	This unit of competency is applicable to practitioners in the import and export industry to identify gap between expected and actual levels of environmental protection awareness, and develop action plans to enhance awareness of environmental protection in workplace.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of environmental management <ul style="list-style-type: none"> • Describe the impact of import and export activities on environmental protection • Use a range of skills to promote environmental protection awareness in workplace • Apply skills to carry out environmental assessment on indoor issues (e.g., operations and maintenance of building services systems, metering and monitoring equipment, biological contamination, indoor air quality, hazardous materials, interior lighting, indoor noise, etc) 2. Promote environmental protection in workplace <ul style="list-style-type: none"> • Determine the expected level of environmental protection awareness in conducting import and export activities • Collect the opinions of staff on environmental protection • Identify the gap between the actual and expected level of environmental protection awareness • Establish a team to take up the task of closing the gap • Develop the environmental protection scheme to enhance the awareness of environmental protection in workplace, e.g. promotional events, training programmes, and seminars • Develop action plans to implement the scheme 3. Further enhancement of environmental awareness in workplace <ul style="list-style-type: none"> • Evaluate the effectiveness of the scheme on a regular basis • Provide recommendations to further enhance the environmental protection awareness in workplace
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting gap analysis to identify the gap between expected and actual level of environmental protection awareness • Capable of developing and implementing the enhancement scheme to improve environmental protection awareness • Capable of reviewing the effectiveness of the enhancement scheme
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Conduct environmental audits
Code	105338L5
Range	This unit of competency is applicable to practitioners in the import and export industry in establishing steps to conduct environmental audits.
Level	5
Credit	9 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of environmental audits <ul style="list-style-type: none"> • Describe the process of environmental audits • Describe international and local environmental regulatory requirements • Use a range of methods and techniques for environmental audit, e.g., observation and sampling survey 2.1. Prepare for environmental audit <ul style="list-style-type: none"> • Identify relevant code of conduct and regulatory requirements pertinent to the import and export operations • Identify work processes, facilities, and documents required to be audited • Identify technical and/or calibration requirements for audit, e.g., measuring of air pollution, noise pollution, and water pollution • Identify appropriate schedule for audit • Plan audit schedule to ensure that relevant procedures are conducted within agreed time intervals and timeframes • Adjust the frequency of audit to ensure minimal disruption to the business operation • Contact appropriate personnel and make the audit appointments 2.2. Perform environmental audit <ul style="list-style-type: none"> • Confirm operational procedures and assessment methods for the environmental audit • Collect relevant information, e.g., conduct observations, data and document collection, and measure air quality • Analyse the information and provide preliminary results • Share the results with the management and relevant personnel • Provide final report to illustrate environmental performance • Provide plans for continuous improvement 3. Conduct post-audit review for continuous improvement <ul style="list-style-type: none"> • Conduct post-audit review to identify gap between actual and desired environmental performance • Provide action plans to obtain desired results • Provide effective recommendations for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of preparing for environmental audit • Capable of performing environmental audit and reporting on the results • Capable of conducting post-audit review for continuous improvement
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Formulate plans to implement company competitive strategy
Code	105339L5
Range	This unit of competency is applicable to practitioners in the import and export industry in implementing company strategy to achieve sustainable competitive advantage. The tasks also involve assess resource requirements and develop plan to implement the proposed strategies.
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of strategic process <ul style="list-style-type: none"> • Use a range of skills to identify required resource • Use a range of skills to reconfigure company culture and structure to fit the proposed strategy • Use a range of skills to implement change 2. Manage strategic implementation <ul style="list-style-type: none"> • Identify resource requirements for the implementation of proposed strategy • Conduct resource audit to check for the sufficiency (in terms of quantity), adequacy (in terms of condition or quality), and availability • Conduct financial planning, human resource planning, physical resource planning, and intellectual resource planning to develop and control resources to meet the resource requirements • Assess the suitability of the organisational culture to undertake the proposed strategy • Assess the suitability of the organisational structure to undertake the proposed strategy • Develop action plans to put chosen strategy into practice 3. Manage strategic change effectively <ul style="list-style-type: none"> • Communicate with the stakeholders who will be affected by the change on the reasons for the change and the extent of the change • Invited affected stakeholders to contribute to the development and participate in the implementation process • Manage the change effectively to implement the proposed strategy
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of managing strategic implementation to achieve sustainable competitive advantage • Capable of managing change to implement the proposed strategy
Remark	----

Unit of Competency

Functional Area: Strategic Management

Title	Carry out business feasibility study for business development
Code	105340L5
Range	This unit of competency is applicable to practitioners in the import and export industry in conducting feasibility analysis to examine new business ideas to determine the viability for creating a successful business.
Level	5
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess the knowledge of feasibility analysis</p> <ul style="list-style-type: none"> • Describe the key components of feasibility analysis for business development, e.g., industry and market feasibility analysis and financial feasibility analysis • Use a range of skills to efficiently explore the viability of alternative business concepts in import and export activities, e.g., horizontal development, vertical development, new product or service development • Use a range of skills to assess the likelihood of transforming an idea into successful import and export business <p>2.1. Conduct industry and market analysis</p> <ul style="list-style-type: none"> • Use a macro approach to assess attractiveness of the business, e.g., size, growth rate, profitability, level of competition, in the industry • Use useful tools (e.g., five forces matrix to assign quantitative scores to factors affecting the attractiveness of the business) to examine the influence of industry forces from the perspectives of (1) rivalry among the companies competing in the industry, (2) bargaining power of suppliers to the industry, (3) bargaining power of customers, (4) threat of new entrants to the industry, and (5) threat of substitute of products or service • Evaluate the potential for the company to generate reasonable sales and profits in the proposed new business • Identify potentially attractive import and export business • Report the findings and identify the potentially attractive areas as they relate to the proposed business, market share, market segment, growth rate, the basis for differentiation against other competitors, and possibility of developing successful business • Use such tools as business prototyping to test the proposed business model before launching the new business • Provide recommendations on the marketability of the proposed business <p>2.2. Conduct financial feasibility study</p> <ul style="list-style-type: none"> • Identify the required resources to launch the proposed business • Assess financial feasibility from the perspectives of capital requirements and financial support from relevant sources (e.g., commercial banks, government funding schemes) • Estimate earning and cash flow of business operations • Provide recommendations on the return on investment and the profitability of the proposed business
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of conducting industry and market analysis to evaluate the marketability of the proposed business • Capable of identifying the required resources to launch new business • Capable of assessing financial feasibility analysis and providing recommendations on the return on investment
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Develop business plans
Code	105341L5
Range	This unit of competency is applicable to practitioners in the import and export industry to develop the business plans, summarise the company's operational and financial objectives, and show how these objectives can be achieved.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of business plans <ul style="list-style-type: none"> • Use a range of skills to identify the company's operational and financial objectives • Use a range of skills to identify the company's policies and strategies • Use a range of skills to identify the company's past, present, and forecasted performance 2.1. Prepare information on the company's background <ul style="list-style-type: none"> • Collect information of the company's background, including vision, mission, values, and objectives • Prepare a brief history of operations, highlighting the important events in the company's life • Illustrate the company's past and present achievements • Provide the details of the management team, e.g., qualifications and experience • Give an overview of the company's product and services 2.2. Conduct business analysis <ul style="list-style-type: none"> • Conduct market analysis to identify business opportunities and/or threats • Determine the company's competitive edge and its marketing strategies • Conduct financial analysis to illustrate the company's financial position 2.3. Identify the operational and financial objectives and the ways to achieve these objectives <ul style="list-style-type: none"> • Identify the company's future operational objectives and illustrate how to achieve these objectives • Identify the company's financial position to illustrate how the future income and cash flow achieve the company's financial objectives 3. Use the business plan effectively <ul style="list-style-type: none"> • Use the business plan as blueprint to guide the company's strategic development • Continually modify the business plan as conditions change and new opportunities and/or threats emerge
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of collecting information to develop the business plan • Capable of conducting business analysis and preparing set of documents to present the company's operational and financial objectives • Capable of using the business plan effectively to guide the company's strategic development
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Formulate local operations strategies
Code	105342L5
Range	This unit of competency is applicable to practitioners in the import and export industry to evaluate the operating environment of import and export activities and formulate local operations strategies.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of local operations strategies <ul style="list-style-type: none"> • Describe operations strategies of import and export industry • Describe the local economic situation • Describe the local political situation and government policies on import, export, infrastructure, and investment • Describe the business environment and local restrictions on market participation • Master the company's business networks with business partners, agents, and operators • Use a range of skills to evaluate the competition from competitors and their market share 2. Formulate local operations strategies <ul style="list-style-type: none"> • Collect data and information on external and internal business environment in local import and export activities • Conduct SWOT analysis to evaluate the external and internal business environment • Evaluate the impacts of government restriction on business operations • Evaluate the impacts of other environmental factors (e.g., economic situation, technological and social changes) on business operations • Identify the short-term and long-term operational objectives of the company • Identify the requirements of customers • Identify the pros and cons of different operations strategies and the required resources to implement these strategies • Formulate appropriate local business strategies • Assess the required changes of existing business operations to cope with the business strategies • Make use of the district operations strategies meeting the company's operational and financial objectives 3. Continuous improvement <ul style="list-style-type: none"> • Develop an appropriate review process to monitor the local operations strategies • Identify expected results and review results on a regular basis • Adjust the local operations strategies in response to change and minimise the operational risks of the company • Provide recommendations for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of analysing the factors for formulating local operations strategies • Capable of reviewing local operations strategies for continuous improvement
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Formulate regional operations strategies
Code	105343L5
Range	This unit of competency is applicable to practitioners in the import and export industry to analyse the internal and external business factors to formulate regional operations strategies.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of regional operations strategies <ul style="list-style-type: none"> • Describe operations strategies of import and export industry • Describe the local and regional economic situation, political situation and government policies on import, export, infrastructure, and investment • Describe region restrictions on market entry and participation • Master the company's business networks with regional business partners • Use a range of skills to evaluate the competition from local and regional competitors and their market share • Use a range of skills to evaluate the internal and external regional business operating environment 2. Formulate regional operations strategies <ul style="list-style-type: none"> • Collect relevant data and information to evaluate both local and regional business environment • Conduct SWOT analysis to evaluate regional business environment • Evaluate the impacts of government restriction on regional business operations • Evaluate the impacts of other environmental factors (e.g., economic situation, technological, and social changes) on regional business operations • Identify the short-term and long-term operational objectives of the company's regional operations • Provide a list of regional operations strategies to enhance co-operation through regional integration • Identify the pros and cons of these options and the required resources to implement these regional strategies • Select the appropriate regional operations strategies to make certain that business operations meet the needs of regional customers • Assess the required changes of existing regional operations to cope with the selected regional strategies • Ensure alignment of the identified regional operations strategies with the company's local operations strategies • Ensure the identified regional operations strategies meeting the company's operational and financial objectives 3. Continuous improvement <ul style="list-style-type: none"> • Identify expected outcomes and collect relevant information/data to monitor the company performance • Make adjustments to ensure the expected outcomes are met • Develop appropriate assessment process to review the regional operations strategies on a regular basis for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of analysing the factors for formulating regional operations strategies • Capable of reviewing regional operations strategies for continuous improvement
Remark	----

Unit of Competency

Functional Area: Strategic Management

Title	Formulate human resources management strategies
Code	105344L5
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate appropriate human resource strategies to achieve company objectives, and provide recommendations to improve staff performance.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge human resources management <ul style="list-style-type: none"> • Describe the human resources management, including human resources planning, job design, recruitment and selection, training and development, performance assessment and management, etc. • Describe the company manpower and human resource development policies • Describe the manpower market and characteristics of the import and export industry • Describe the Employment Ordinance (Chapter 57) 2.1. Identify and assess factors affecting the development of human resource strategies <ul style="list-style-type: none"> • Identify the company objectives • Identify human resource requirements of the company • Analyse the supply and demand of the manpower market • Forecast the manpower demand of the company, e.g., staff turnover and retirement • Identify and evaluate factors affecting the development of human resource • Assess the trend of salary and remuneration in the manpower market • Assess the recruitment and retention policy of the company • Assess the effectiveness of the company's incentive system • Assess the training and development needs of the company • Assess the working culture of the company 2.2. Develop company human resource strategies <ul style="list-style-type: none"> • Outline the requirements to ensure staffing is qualified, competent, and sufficient enough to achieve the company objectives • Examine the current status of human resource components • Formulate the company human resource management strategies to meet the needs of the company • Ensure the identified human resource strategies compliant with regulatory requirements 2.3. Manage staff performance <ul style="list-style-type: none"> • Identify the performance requirements • Determine performance indicators to assess staff performance • Collect information/data to evaluate actual staff performance • Identify performance gap • Provide feedback to staff members on the gap between expected and actual performance • Identify and select appropriate measures (e.g., training and development, recruitment and retention, incentive scheme) to improve staff performance • Implement the identified measures 3. Make recommendations to improve staff performance <ul style="list-style-type: none"> • Conduct review on the human resource strategies on a regular basis • Evaluate the effectiveness of the human resources strategies • Provide effective recommendations for continuous improvements
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying and assessing factors affecting the development of human resources strategies • Capable of developing human resources strategies • Capable of managing staff performance • Capable of providing recommendations to improve staff performance
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Foster innovation in workplace
Code	105345L5
Range	This unit of competency is applicable to practitioners in the import and export industry to foster innovation by enhancing the divergent thinking and convergent thinking.
Level	5
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess relevant knowledge of innovation</p> <ul style="list-style-type: none"> • Describe the innovation skills, e.g., divergent thinking (i.e., ability to generate original, diverse, and complex ideas) and convergent thinking (i.e., ability to evaluate new ideas) • Describe the techniques to facilitate staff members to generate new ideas • Describe the techniques to facilitate staff members to evaluate ideas <p>2.1. Foster innovation skills</p> <ul style="list-style-type: none"> • Use 'question and answer' approach to generate ideas, e.g.: What are the existing products? How do our products differ from other products in the market? What are the products needed by customers? Can some new products be launched? How could we produce the products? Are there better ways to produce products? • Use such methods as brainstorming and word associations to develop innovative and creative ideas • List a selection of new ideas • Use 'question and answer' approach to facilitate learners to evaluate new ideas, e.g.: Would the new ideas work? Can the new ideas achieve the specific needs? Are the new ideas technically feasible? Are the required resources available? What are the risks to translate the new ideas into new products? Do the new products meet the wants and needs of end users? Will the new products be profitable? • Evaluate the new ideas logically • Choose the best idea according to specific needs • Provide feedback to staff members on the use of innovative skills <p>2.2. Encourage innovation in workplace</p> <ul style="list-style-type: none"> • Organise teams to maximise innovation • Organise work assignments within teams to facilitate innovative work practices • Provide guidance and coach team members on innovation in the workplace • Provide a model of innovative work practices • Monitor teams ongoing use of innovative work practices
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of fostering innovative skills • Capable of encouraging innovation in workplace
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Formulate competitive strategy to enhance firm performance
Code	105351L6
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate competitive strategy including the ends (e.g., goal, objective, or mission) for which the company is striving and the means (e.g., tactic, operating, and functional policies) by which it is seeking to get there.
Level	6
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of competitive strategy <ul style="list-style-type: none"> • Explain the essential notion of strategy, i.e., ends (e.g., goal, objective, or mission) and means (e.g. tactic, operating, or functional policies) • Explain the process for formulating competitive strategy • Use a range of skills to set company goals • Use appropriate techniques to test the consistency of proposed strategy • Use a range of skills to evaluate and select strategy to achieve sustainable competitive advantage 2.1. Evaluate internal and external factors <ul style="list-style-type: none"> • Compare the company's strengths and weaknesses against major competitors • Evaluate industry opportunities and threats to define competitive environment with attendant risks and potential rewards 2.2. Develop company competitive strategy <ul style="list-style-type: none"> • Define how the business is going to achieve long-term competitive advantage • Determine company strategic goals, e.g., enhance market share, strengthen brand names, develop advanced product • Devise company policies which are aligned with the goals • Compare the existing strategy against proposed strategy • Use appropriate methods (e.g. internal consistency, environmental fit, and resource fit) to test the consistency of proposed goals and policies • Generate feasible strategic alternatives • Evaluate all the alternatives • Select the best alternatives suitable for the company to achieve sustainable competitive advantage 3. Evaluate the effectiveness of business strategy <ul style="list-style-type: none"> • Set the desired performance outcomes (e.g., profit level, growth rate, and market share) • Compile information to measure the actual performance outcomes • Compare the actual and desired performance outcomes to determine the usefulness and effectiveness of the business strategy • Modify the means to ensure that desired performance outcomes can be achieved
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of evaluating internal and external factors affecting the company's competitiveness • Capable of determining company goals and developing policies to achieve goals • Capable of identifying strategic alternatives and selecting business strategy • Capable of evaluating the effectiveness of business strategy
Remark	----

Unit of Competency**Functional Area: Strategic Management**

Title	Generate innovative ideas to develop new products/services
Code	105350L6
Range	This unit of competency is applicable to practitioners in the import and export industry to generate innovative ideas and translate new ideas into new or better products or services.
Level	6
Credit	8 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of innovation <ul style="list-style-type: none"> • Explain disruptive innovation, i.e., the process of developing new product or service to replace existing products or services • Explain incremental innovation, i.e., a series of minor improvements to existing product or service • Use a range of innovation skills to develop new ideas 2.1. Generate and evaluate innovative ideas <ul style="list-style-type: none"> • Identify the needs for innovation, e.g. technology innovation, process innovation, process innovation, business model innovation, product innovation, service innovation • Collaborate with others to generate new ideas • Analyse and reflect on new ideas • Present new ideas and promote new ideas to clients, team members, and management • Evaluate feedback collected from various sources • Modify the ideas to meet the specific needs • Conduct self-evaluation and peer-evaluation to ensure these ideas satisfy the specific needs or can translate into new products or new services • Evaluate the viability to launch the new products or new services 2.2. Facilitate the development of innovative ideas in workplace <ul style="list-style-type: none"> • Implement workplace procedures to support the development of innovation ideas • Develop innovative culture, e.g., acknowledge staff suggestions and innovative ideas, and provide assistance and trainings to develop innovative ideas • Create working environment to facilitate innovation development, e.g., design the physical environment to encourage the cross-fertilisation of ideas, and facilitate innovation transfer 3. Translate ideas into new product or services <ul style="list-style-type: none"> • Translate new ideas to new products or better products that are readily available to the market
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of generating and evaluating innovative ideas • Capable of facilitating the development of innovative ideas in workplace • Capable of translating ideas into viable new products or services
Remark	----

Unit of Competency

Functional Area: Strategic Management

Title	Formulate strategy for corporate development
Code	105352L7
Range	This unit of competency is applicable to practitioners in the import and export industry to formulate strategy for corporate development. The tasks also involve developing controls to evaluate the effectiveness of the selected strategy and monitor company performance.
Level	7
Credit	9 (for reference only)
Competency	<p>Performance Requirement</p> <p>1. Possess knowledge of business management</p> <ul style="list-style-type: none"> • Appreciate the importance of strategic development • Appreciate the importance of building competitive advantage • Explain the directions and mechanism of strategic development, e.g. organic growth for internal development, mergers and acquisitions for external growth, develop advanced product and development of strategic alliance to enhance competitiveness • Use a range of skills to conduct internal and external assessment to facilitate the development of strategic plans for meeting the business challenges and opportunities <p>2.1. Formulate strategies for corporate development</p> <ul style="list-style-type: none"> • Develop a clear vision • Translate the vision into a meaningful mission statement • Conduct internal assessment to evaluate the strengths and weaknesses of the company • Conduct environment scan to identify significant opportunities and threats in the import and export activities • Manipulate key success factors of the import and export business • Conduct competitor analysis to construct a competitive profile matrix to evaluate the company against major competitors on the key success factors • Determine company goals and objectives • Identify and select appropriate strategic directions and mechanisms • Evaluate the pros and cons of strategic options • Select the appropriate strategy • Develop action plans to implement selected strategy <p>2.2. Evaluate company performance against strategies in use</p> <ul style="list-style-type: none"> • Develop measurements for evaluation (e.g., balanced scorecards) • Monitor the company performance and evaluate the effectiveness of the strategy • Modify policies, strategies, and objectives to get company performance on the track
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating strategies for corporate development • Capable of evaluating company performance against strategies in use
Remark	----

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
1	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.

Appendix 1

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
3	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.

Appendix 1

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
6	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.