

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

| | Name of Clusters | Level | Years of Service and Relevant Working Experience | Summary of Principal Competencies | Code | Title of Competencies |
|---|--|--------------|--|--|---------------|--|
| 1 | Operation Management (Administration) | 3 | Five years experience in logistics industry, of which not less than two years in administration management | The basic principal competencies include: Handle relevant basic administrative activities of company | LOCUOM203A *# | Obtain licence for freight operation and make relevant administrative arrangements |
| | | | | | LOCUOM302A *# | Coordinate the work of company departments, business partners and contractors |
| | | | | | LOCUIL305A *# | Handle insurance certificate and policy or related documents |
| | | | | | LOCUOM411A *# | Implement financial analysis and cost control |
| | | | | | LOCUIL401A *# | Implement risk management plans |
| | | | | | LOCUIL405A *# | Handle public liability claims |
| 2 | Operation Management (Human Resources) | 4 | Six years experience in logistics industry, of which not less than three years in human resources management | The basic principal competencies include: Handle relevant human resource management activities of company | LOCUOM405A *# | Settle labour disputes in a company |
| | | | | | LOCUIL404A *# | Handle employee compensation claims |
| | | | | | LOCUIL409A *# | Apply occupational safety and health ordinances relevant to the logistics industry |
| | | | | | LOCUIL413A *# | Apply labour legislations relevant to human resources management |
| 3 | Operation Management (Contracting) | 4 | Six years experience in logistics industry, of which not less than three years in contract management | The basic principal competencies include: Handle relevant contracting and tendering management activities, and monitor the performance of suppliers | LOCUOM401A *# | Monitor the performance of contractors |
| | | | | | LOCUOM402A *# | Design and prepare tenders |
| | | | | | LOCUOM403A *# | Prepare proposals |
| | | | | | LOCUOM407A *# | Monitor the performance of suppliers |
| | | | | | LOCUOM415A *# | Manage process of calling for tenders |
| | | | | | LOCUOM416A *# | Renew, terminate and conclude a contract with contractor/supplier |
| 4 | Operation Management (Facilities) | 3 | Five years experience in logistics industry, of which not less than two years in facilities management | The basic principal competencies include: Handle relevant logistics facility management activities of company | LOCUCN202A *# | Apply basic statistics to logistics operation |
| | | | | | LOCUOM406A *# | Establish technical indicators for logistic machinery equipment |
| | | | | | LOCUOM413A *# | Check and enhance transport efficiency |
| | | | | | LOGSH303A # | Check mechanical equipment |
| 5 | Customer Services | 4 | Six years experience in logistics industry, of which not less than three years in customer services management | The basic principal competencies include: Manage customer services, handle relevant customer relationship activities, and manage customer service centres | LOCUSM402A *# | Manage customer service centres |
| | | | | | LOCUSM405A *# | Analyze current market situation and trend of the logistics industry |
| | | | | | LOCUSM407A *# | Analyze customers' freight service needs |
| | | | | | LOCUSM408A *# | Formulate customer relationship strategy |
| | | | | | LOCUSM411A *# | Analyze customer's business condition |
| | | | | | LOCUPD401A *# | Master the logistics needs of different import/export trading modes |

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

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

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| 14 | Logistics Security | 3 | Five years experience in logistics industry, of which not less than two years in logistics security operations | The basic principal competencies include: Implement relevant logistics security operations and procedures | LOWHCT209A | Implement cargo security operations |
| | | | | | LOCUSS301A *# | Apply security technology to help handle cargo transport security matters |
| | | | | | LOGSS301A # | Implement sea freight security plan |
| | | | | | LOAFSS301A * | Implement air freight security control procedures |
| | | | | | LOCUSS305A | Implement workplace security procedures |
| | | | | | LOCULC303A | Comply with logistics related regulatory requirements |
| 15 | Environmental Protection | 3 | Five years experience in logistics industry, of which not less than two years in environmental management | The basic principal competencies include: Implement relevant environmental protection procedures, and assist management to formulate environmental protection plan | LOCUEP201A | Understand and implement basic environmental protection plan |
| | | | | | LOCUEP301A | Apply environmental protection procedures |
| | | | | | LOCUEP402A | Assess environmental impacts of working procedures |
| 16 | Cargo Operations | 2 | Three years experience in logistics industry, of which not less than one year in cargo operations | The basic principal competencies include: Operate cargo handling equipments, relocate and load/unload cargoes | LOWHCT202A | Assess operational capabilities of equipments |
| | | | | | LOCUCT204A | Load and unload cargoes |
| | | | | | LOCUCT205A | Relocate cargoes |
| | | | | | LOWHCT301A | Operate cargo handling equipments |
| 17 | Security Operations | 3 | Five years experience in logistics industry, of which not less than two years in cargo security operations | The basic principal competencies include: Implement cargo security operations and relevant security and emergency response procedures | LOWHCT209A | Implement cargo security operations |
| | | | | | LOCUSS305A | Implement workplace security procedures |
| | | | | | LOWHSS301A | Implement emergency response procedures |
| | | | | | LOCUSS402A | Implement accident-emergency procedures |
| 18 | Human Resources Training | 4 | Six years experience in logistics industry, of which not less than three years in human resources training | The basic principal competencies include: Implement relevant logistics training programmes, and prepare workplace orientation/induction procedures | LOCUOM305A | Prepare workplace orientation/induction procedures |
| | | | | | LOCUOM306A | Implement quality management training programmes |
| | | | | | LOCUEL408A | Implement e-logistics training programmes |
| | | | | | LOLTOM401A | Design and implement specialised cargo training programmes |
| | | | | | LOCUOM418A | Train sales teams |

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| 19 | Operations Management (Records) | 3 | Five years experience in logistics industry, of which not less than two years in records management | The basic principal competencies include: Develop rosters, monitor attendance records and manage business records relevant to operations management activities | LOCUOM204A | Conduct routine administrative tasks |
| | | | | | LOCUOM303A | Develop rosters |
| | | | | | LOCUOM304A | Monitor attendance records |
| | | | | | LOSAOM301A | Maintain and manage business records |
| | | | | | LOSAPD301A | Access and present data/information |
| | | | | | LOSAPD305A | Demonstrate effective workplace communications |
| 20 | Quality Management (Application) | 3 | Five years experience in logistics industry, of which not less than two years in quality management | The basic principal competencies include: Implement daily matters relevant to quality management, and handle issues on quality of transport and logistics services | LOCUQM306A | Handle issues on quality of transport and logistics services |
| | | | | | LOCUQM307A | Apply quality management knowledge |
| | | | | | LOSAQM301A | Apply quality procedures |
| | | | | | LOSAQM302A | Apply quality systems |
| 21 | Quality Management (Formulation) | 4 | Six years experience in logistics industry, of which not less than three years in quality management | The basic principal competencies include: Implement relevant measures to enhance quality standards, and assist management to formulate relevant standards | LOCUQM412A | Formulate measures to enhance quality standards |
| | | | | | LOCUQM413A | Formulate standards for quality management systems |
| | | | | | LOCUQM414A | Formulate company's performance pledge |
| 22 | E-logistics (Application) | 2 | Three years experience in logistics industry, of which not less than one year in e-logistics work | The basic principal competencies include: Handle basic maintenance, update, security, and relevant operations activities for e-logistics systems, websites and e-platform | LOCUEL210A | Implement e-logistics websites maintenance |
| | | | | | LOCUEL211A | Handle electronic documents |
| | | | | | LOCUEL212A | Execute security works for electronic documents |
| | | | | | LOCUEL213A | Apply electronic devices on cargo identifications |
| | | | | | LOCUEL214A | Implement e-platform operations in logistics |
| 23 | E-logistics (Design) | 4 | Six years experience in logistics industry, of which not less than three years in e-logistics work | The basic principal competencies include: Handle design, security, update, and operations activities for common e-logistics systems; and assist management to implement e-logistics training programmes | LOCUEL406A | Design e-commerce procedures for the logistics industry |
| | | | | | LOCUEL407A | Design electronic document security systems and procedures for the logistics industry |
| | | | | | LOCUEL408A | Implement e-logistics training programmes |
| | | | | | LOCUEL409A | Formulate the electronic data flow for relevant parties of the logistics industry |
| | | | | | LOCUEL410A | Design e-logistics websites |
| | | | | | LOSAEL401A | Implement information systems |

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| 24 | Basic Legislations and Principles (Compliance) | 4 | Six years experience in logistics industry, of which not less than three years in applying basic legislations and principles relevant to the logistics industry | The basic principal competencies include: Access different types of current legislative information relevant to the logistics industry, understand compliance requirements and legal responsibilities, and apply relevant legislations and principles to assist the company in formulating operating guidelines | LOCULC406A | Promote staff's awareness of compliance with legislation |
| | | | | | LOCULC408A | Apply environmental protection laws and conventions relevant to the logistics industry |
| | | | | | LOCULC409A | Apply occupational safety and health ordinances relevant to the logistics industry |
| | | | | | LOCULC410A | Apply the Prevention of Bribery Ordinance |
| | | | | | LOCULC411A | Understand intellectual property and avoid infringement acts |
| | | | | | LOCULC412A | Apply labour legislations relevant to human resources management |
| 25 | Insurance and Claims | 4 | Six years experience in logistics industry, of which not less than three years in handling insurance and claims | The basic principal competencies include: Handle different types of insurance and claims relevant to logistics industry | LOCULC301A | Verify insurance certificates and policies or related documents |
| | | | | | LOCULC401A | Implement risk management plans |
| | | | | | LOCULC402A | Arrange insurance with brokers/agents |
| | | | | | LOCULC403A | Compile claims reports |
| | | | | | LOCULC404A | Handle cargo claims |
| | | | | | LOCULC405A | Handle facility, equipment, and machinery claims |
| | | | | | LOCULC407A | Handle transport operator's liability insurance |

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