

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Cargo Transport and Handling

Title	Manage courier and express cargo centre and facilities
Code	LOCUCT512B
Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to apply the facilities management to design and management courier and express cargo centre and facilities, and can aim for the best utilisation and allocation of space.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess the relevant knowledge of courier and express cargo operations facility management <ul style="list-style-type: none"> <li>• Understand the concept of courier and express cargo facilities management</li> <li>• Understand the company's operational policy</li> <li>• Understand the procedure and requirement of courier and express cargo transaction</li> </ul> </li> <li>2. Arrange the utilisation of space <ul style="list-style-type: none"> <li>• Calculate medium and long-term space requirements and allocation according to legal requirements and company business plans</li> <li>• Develop the company's courier and express cargo handling method, and determine the equipment usage, facility type and size</li> <li>• Determine the cargo flow and handling requirements in the facility according to the company's business plan</li> <li>• Evaluate quantity requirements based on the company's business records and medium and long-term business plans/budgets/targets</li> <li>• Calculate the total space requirements to develop a space utilisation plan</li> <li>• Evaluate the specifications of a single package of goods according to size, weight, and type to calculate space allocation</li> </ul> </li> <li>3. Develop safety and security requirement <ul style="list-style-type: none"> <li>• Assess potential risks and any other risk factors to ensure the safety of the facility according to relevant regulatory requirements</li> <li>• Develop safety and security procedures for cargo handling and storage</li> <li>• Develop fire protection and fire protection system in accordance with relevant regulatory requirements</li> <li>• Develop an evacuation plan based on company policies and procedures</li> </ul> </li> <li>4. Establish record and system <ul style="list-style-type: none"> <li>• Establish a system to record and track the status of each shipment to meet the company's reporting, quality assurance and required reporting system</li> <li>• Establish a system to record communication with customers to ensure the effectiveness and efficiency of operations, and establish data and records to enhance service and future dispute/complaint handling</li> </ul> </li> <li>5. Design storage area and allocation <ul style="list-style-type: none"> <li>• Formulate warehouse area and distribution according to the company's business</li> <li>• Evaluate usage rate and review the growth in future</li> <li>• Develop storage area and allocation according to the planning process</li> </ul> </li> </ol>

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	<ul style="list-style-type: none"> <li>• Provide space for maintenance, cleaning and other requirements in accordance with relevant laws and regulations</li> </ul> <p>6. Review the utilisation and operational efficiency of the facilities</p> <ul style="list-style-type: none"> <li>• Develop a regular review and report review system</li> <li>• Review and check the operating efficiency of the storage area and system based on the operation output</li> <li>• Review the operating efficiency of the storage and processing system and whether it is ergonomic</li> <li>• Check violations including loss, delay, disappearance, damage and other non-compliance</li> <li>• Provide flexibility in the layout of facilities to cope with the changing market and company plans</li> <li>• Develop effective recording and reporting systems to collect information on facility and system improvements to achieve company goals</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to apply facility management knowledge to design the medium and long-term requirements and allocation of space for express delivery and cargo centres to meet safety and security requirements;</li> <li>• Capable to develop systems to record, track and manage cargo flow and facility requirements;</li> <li>• Capable to review and examine the system regularly, review the use of facilities and operational efficiency;</li> <li>• Capable to regularly inspect and review the use and operational efficiency of facilities</li> <li>• Capable to use effective cargo tracking data and records to review and optimise facility plans, enhance customer service and deal with potential disputes</li> </ul>
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