

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Implement courier and express procedures
Code	LOSACT308B
Range	This unit of competency is applicable to logistics service providers and courier and express companies. Practitioners should be capable of conducting courier and express operations in relevant companies or business units of the company.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of courier and express operation</p> <ul style="list-style-type: none"> • Know about the different services of courier and express including: <ul style="list-style-type: none"> ○ Premier service ○ Economic service ○ General post service ○ Point to door / Point to point / Door to door delivery ○ DDU/DDP • Know about the courier and express service relationship between the individual, the trader, the company and relevant units • Know about the courier and express service procedures of the company, including: <ul style="list-style-type: none"> ○ Users online and security ○ Users data processing ○ Order/track and trace/invoice management ○ Tariff and service specification of individual user ○ Workflow management ○ Special event management • Knowhow on the application of information technology in courier and express service of the company • Knowhow on the legal obligation taken by the company and tradename <p>2. Implement courier and express service procedures</p> <ul style="list-style-type: none"> • Apply suitable technologies and relevant resources of the target markets in both origin and destination countries • Ensure sufficient resources are capabilities and availabilities of courier and express service offering to the customer by business partners • Ensure the compliance of all relevant legislative regulations are issued by relevant government departments of target market during service process • Maintain supplementary records of courier and express service operation • Develop key performance indicators to measure the operation efficiency to meet the company's objectives and goals
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of applying the most suitable technologies, equipment and relevant resources to conduct courier and express service operations; and • Capable of establishing proper legislation for conducting courier and express business of target markets
Remark	