

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Common

Title	Apply courier and express cargo concepts and knowledge
Code	LOAFCN203B
Range	This unit of competency is applicable to all kinds of logistics operators and courier and express companies. Practitioners serve courier and express cargo service to their customers directly or through express cargo companies. Practitioners should be capable to apply courier and express cargo concepts in dispatching services.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the basic knowledge of courier and express cargo concepts</p> <ul style="list-style-type: none"> • Know about the basic concepts and development of courier and express cargo concepts • Know about how to apply the basic concepts of courier and express cargo routing, point to point operation and different modes and standardisation, etc. • Know about the courier and express documentation flows, work flow and standard business solutions for different routing, services and hub system operation, etc • Know about the basic content of different route modes like premier, economic, post services, domestic pickup and delivery services, etc. • Know about the advantages and disadvantages of using courier and express cargo service with different services application, countries, cities and another comparison of services of the company <p>2. Apply express cargo movement concepts</p> <ul style="list-style-type: none"> • Application of courier and express cargo movement concepts to coordinate the despatch of cargo as per customers' requirement • Apply concepts to provide service details and ensure customers understand the company's service offering • Apply concepts to lead customers to fill all required documents for courier and express cargo operation • Know about the technical terms or basic clauses of courier and express cargo terms and condition and/or contract and explain to the customers on their positions and the company obligation • Make use of the existing courier and express cargo modes to prepare the information required by the customers • Explain and discuss with the customers about the differences, advantages and disadvantages of courier and express cargo service
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to apply concepts and communicate to help the customers to handle and arrange the courier and express documents; and • Capable to explain and communicate with customers as per company policy
Remark	