

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

Functional Area - Cargo Transport and Handling

Title	Collect and deliver express items
Code	LOAFCT110B
Range	This unit of competency is applicable to express companies handling express items and parcels for import/export. Practitioners should be capable to collect and deliver express items and parcels according to operational guidelines of the company as well as procedures and requirements of aviation regulators.
Level	1
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the basic knowledge of express items /parcels</p> <ul style="list-style-type: none"> <li>• Understand the working environment and safety measures for express item /parcel delivery</li> <li>• Understand the key performance indicator of each area and measurement management</li> <li>• Know the names of airports and countries and their abbreviations, cargo names and addresses</li> <li>• Understand the method and principles of sorting <ul style="list-style-type: none"> <li>○ Procedures for sorting express items /parcels</li> <li>○ Sorting categories for express items /parcels</li> </ul> </li> <li>• Master the basic knowledge of express items /parcels <ul style="list-style-type: none"> <li>○ Possess the basic knowledge of procedures for handling express delivery documents</li> <li>○ Capable to read the English in general logistics documents</li> </ul> </li> </ul> <p>2. Collect and deliver express items</p> <ul style="list-style-type: none"> <li>• Use device to read the barcodes or radio frequency waves on express items /parcels</li> <li>• Put the express items /parcels sorted in designated locations or containers</li> <li>• Classify items as for direct delivery, transshipment or to be picked up at airport or at agent points by designation, delivery address, etc.</li> <li>• Deliver or receive documents or acknowledge the signed receipt according to the category of the express items / parcels</li> <li>• Report to superior for any problems or suspicious express items /parcels</li> <li>• Comply with the company's requirements and meet with the key performance indicator</li> <li>• Reflect the enhanced indicators for achieving company goals</li> </ul>
Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> <li>• Capable to follow the company's operational guidelines to complete the delivery of express items /parcels correctly and safely within reasonable period of time; and</li> <li>• Capable to comply with major continuity indicators and reflect to company</li> </ul>
Remark	