

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Sales and Marketing

Title	Establish procedures for the receipt, dispatch and delivery of vehicles
Code	108599L4
Range	This unit of competency is applicable to the practitioners of vehicle purchasing and monitoring department for the establishment of effective procedures in the receipt, dispatch and delivery of vehicles, and effectiveness review, to enable the vehicles arrive the destinations accurately, safely and speedily.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Characteristics of vehicles and their transportation devices)</p> <ul style="list-style-type: none"> • Good understand of the characteristics of different vehicles as well as the delivery and protection requirements. • Identify the applicability of transportation devices for vehicles. • Good understand of respective regulations and insurance arrangement on the delivery of vehicles. • Good understand of the receipt, dispatch and delivery methods for various kinds of vehicles. • Good understand of the procedure for handling the import and export of commodities <p>2. Performance (Establish procedures for the receipt, dispatch and delivery of vehicles)</p> <ul style="list-style-type: none"> • Formulate the documentary system for the receipt, dispatch and delivery of vehicles, including the legislated customs clearance and customs entry documents (e.g. Import Licence and Removal Permit.). • Devise vehicle labelling system. • Establish the verification procedure for the receipt and dispatch of vehicles at different sites, such as: <ul style="list-style-type: none"> ○ Container terminals ○ Warehouses ○ Vehicle Pre-delivery Inspection (PDI) workshops ○ Showrooms • Establish the insurance arrangement for vehicle delivery, including insurance for the vehicles, the deliverer, third party and property. • Choose different transportation methods according to the characteristics of different kinds of vehicles, such as driving, cart or tow. • Establish respective procedures according to the transportation methods of different kinds of vehicles, such as: <ul style="list-style-type: none"> ○ The requirements on the driver qualifications, and the check list prior to delivery operation. ○ Instructions on transportation device selection, and the methods of fixing the vehicles onto the transportation device. ○ Selection of devices for towing, and instructions on the delivery process • Select suitable route (including contingency route) according to the types of vehicles and the destinations • Establish the procedure for contingency measures, such as in the event of accident or vehicle damaged. • Establish the performance indicators for the delivery of vehicles.

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	<ul style="list-style-type: none"> Review the effectiveness of the procedures for the receipt, dispatch and delivery of vehicles as well as feedback from front-line staff; revise respective procedures to optimise efficiency and accuracy.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> Capable of establishing instructions on the procedures for effective receipt, dispatch and delivery of vehicles according to the characteristics of vehicles and delivery requirements, and handling of relevant documents; Capable of establishing the performance indicators for the receipt, dispatch and delivery of vehicles; and Capable of reviewing the effectiveness of the procedures for the receipt, dispatch and delivery of vehicles as well as collecting feedback from front-line staff to improve respective procedures.
Remark	The credits value of this unit of competency assumes that the practitioner has already possessed basic knowledge on logistics.