



**Australian Government**

# **TLΠ0001 Market international freight forwarding services**

**Release: 1**

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## **Modification History**

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## **Application**

This unit involves the skills and knowledge required to market international freight forwarding services to customers as part of a senior operator job role.

It involves recognising and acting on opportunities to market services, maintaining contact and building relationships with customers, and forwarding customer contacts on to the sales department.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## **Pre-requisite Unit**

Not applicable.

## **Competency Field**

I – Customer Service

## **Unit Sector**

Not applicable.

## **Elements and Performance Criteria**

### **ELEMENTS**

Elements describe the essential outcomes.

#### **1 Recognise opportunities to market enterprise services to customers**

### **PERFORMANCE CRITERIA**

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Services available for on-selling from the enterprise are identified
- 1.2 Technical specifications and application/s of services are identified

- 1.3 Applicability of services are matched to customer/customer group particular requirements
  - 1.4 Features of services (including technical specifications) are explained in relation to current customer requirements
  - 1.5 Information about potential associated requirements are explained
  - 1.6 Customers are referred to expert personnel or other enterprise services as required
- 2 Establish and maintain contact with customers**
- 2.1 Communication with customers is established and maintained to develop a business relationship
  - 2.2 Customers are informed of the full range of business services
  - 2.3 Follow-up contacts with customers are made on customer request and in accordance with enterprise policy
- 3 Recognise special requirements and refer to appropriate area**
- 3.1 Special requirements are identified and discussed with customers
  - 3.2 Features of special services required, as a result of customer requests, are explained
  - 3.3 Customers are referred to expert personnel or other enterprise services as required
  - 3.4 Customers are referred to the sales department as appropriate

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

## Unit Mapping Information

This is a new unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>