



Australian Government

TLΠ0001 Market international freight forwarding services

Release: 2

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Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor statement changes in Performance Criteria
- Minor statement changes in Performance Evidence
- Minor statement changes in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

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**

PERFORMANCE CRITERIA

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

- 1.1** Services available for on-selling from the

	customers		enterprise are identified
		1.2	Technical specifications and application of services are identified
		1.3	Applicability of services are matched to customer/customer group particular requirements
		1.4	Features of international freight forwarding services are explained in relation to current customer requirements
		1.5	Potential associated requirements of information are explained
		1.6	Customers are referred to relevant personnel or enterprise services, if 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 workplace procedures
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	Specialised freight customers are referred to relevant personnel or enterprise services as needed
		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.

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>