



Australian Government

TLH0002 Provide freight forwarding information and customer service

Release: 1

TLII0002 Provide freight forwarding information and customer service

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 provide freight forwarding services to customers.

It includes dealing with customer freight forwarding inquiries, and explaining the processes and parameters of freight forwarding services.

Work must be carried out in compliance with relevant codes of practice and regulations for the carriage of freight.

Work is performed autonomously, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of workplace principles and procedures when providing freight forwarding services to customers.

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.

PERFORMANCE CRITERIA

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

- 1 Deal with customer freight forwarding inquiries**
- 1.1 Customer inquiries are dealt with courteously and efficiently
 - 1.2 Questions are used to clarify customer requirements, needs or concerns
 - 1.3 Information is accurately conveyed to customer and customer understanding is confirmed
 - 1.4 Clarification is sought from other workplace personnel or external individuals/authorities as required, in accordance with workplace procedures
 - 1.5 Follow-up actions are undertaken in accordance with workplace procedures
- 2 Explain of freight forwarding process**
- 2.1 Freight forwarding chain of operations is explained to customers
 - 2.2 Parameters of freight forwarding services relevant to customer requirements are explained in accordance with company procedures
 - 2.3 Handling and documentation requirements for various types of goods are explained to customers, including special requirements for border security, biosecurity and safety compliance
 - 2.4 Documentation concerning service provision is forwarded to customer in accordance with workplace procedures

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 unit 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>