



Australian Government

Department of Education, Employment and Workplace Relations

TLI31310 Certificate III in International Freight Forwarding (Operator)

Release: 1

TLI31310 Certificate III in International Freight Forwarding (Operator)

Modification History

Not Applicable

Description

Rationale:

This qualification is designed for international freight forwarding job roles within the International Freight Forwarding Industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level III.

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Entry requirements:

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for

TLI31310 Certificate III in International Freight Forwarding (Operator)

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Use communication systems and procedures used in relation to the international freight forwarding industry • Read and follow relevant, instructions, manuals, notices and signs applicable to the international freight forwarding industry • Speak clearly and directly on matters related to their role in the international freight forwarding industry • Listen to and interpret verbal information related to their role in relation to the international freight forwarding industry • Complete documents as part of duties, including completion of relevant forms • Recognise and interpret non-verbal signs, signals and behaviour • Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none"> • Participate in the resolution of any interpersonal conflicts that may arise as part of the job role in relation to the international freight forwarding industry • Avoid and prevent the harassment of others in the workplace • Collaborate with others within the international freight forwarding industry • Work with persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none"> • Identify and solve or report problems arising in the course of the job role within the international freight forwarding industry • Recognise problems that may occur in the course of working within the job role of international freight forwarding industry and take appropriate action to report or resolve the

- problems within limits of responsibility
- Recognise hazards and risks in a range situations and take appropriate precautions.
 - Respond appropriately to any changes in equipment, standard operating procedures, regulatory, legislation and the working environment.
- Initiative and enterprise**

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- Planning and organising**
- Follow and apply operational and emergency plans, systems and procedures
 - Comply with applicable customs regulations and codes of practice
 - Follow and apply workplace security and safety management systems and safeworking requirements
 - Apply legislative security applications as it applies to the job role within international freight forwarding
 - Collect and interpret information needed in the course of the job role within the international freight forwarding industry within limits of responsibility
 - Manage time within the job role of international freight forwarding.
- Self management**
- Interpret and apply applicable instructions and procedures
 - Follow work plans and schedules
 - Check own work performance.
- Learning**
- Participate in updating of own knowledge and skills required for working within international freight forwarding, in response to any changes in the processes and regulations used in international freight forwarding.
- Technology**
- Operate equipment and tools required as part of the job role within international freight forwarding
 - Follow and apply operational instructions for equipment used as part of the job role within international freight forwarding
 - Follow and apply the applicable safeworking requirements and OH&S procedures when as part of the job role of within international freight forwarding.

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for a total of **13 units** comprising:

- **6 core units** listed below

plus

- **7 elective units** which may be taken from the elective units listed below, or may include up to **2 units** drawn with appropriate contextualisation from this Training Package, and/or from Certificate III qualifications in other relevant endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

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Core units:

Field	Unit
A Handling Cargo/Stock	TLIA2009A Complete and check import/export documentation
E Communication and Calculation	TLIE3002A Estimate/calculate mass, area and quantify dimensions TLIE1003A Participate in basic workplace communication
F Safety Management	TLIF1001A Follow occupational health and safety procedures
I Customer Service	TLII3007A Provide freight forwarding information to customers
K Technology	TLIK2010A Use infotechnology devices in the workplace

Elective units:

Field	Unit
A Handling Cargo/Stock	TLIA3010A Coordinate goods to bond premises TLIA4030A Organise cargo for export TLIA4031A Consolidate freight TLIA4032A Organise transport of freight or goods TLIA4033A Organise international transport of freight
D Load Handling	TLID2003A Handle dangerous goods/hazardous substances
E Communication and	TLIE2014A Compile and process export

Field	Unit
Calculation	documentation
I Customer Service	TLII4005A Market services and products to clients TLII4016A Service freight customers TLII4017A Develop freight customers
L Resource Management	TLIL4010A Assess and confirm customer transport requirements
O Security	TLIO1002A Follow security procedures when working with passengers and personnel
R Contract Procurement	TLIR4001A Monitor supplier performance TLIR4002A Source goods/services and evaluate contractors