



Australian Government

TLI50310 Diploma of International Freight Forwarding

Release 4

TLI50310 Diploma of International Freight Forwarding

Modification History

Release 3. This is the third release of this qualification in the TLI10 Transport and Logistics Training Package Version 4.0. Minor correction – unit code version corrected.
Release 3 is equivalent to the previous release.

Description

Rationale:

A qualification for those working in advanced international freight forwarding roles. Successful completion will require the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination and training may be involved.

The Diploma of International Freight Forwarding qualification is aligned to the following four job role specialisations:

Group A International Freight Forwarders with responsibilities for managing own and work group activities

Group B International Freight Forwarders specialising in special transport services including dangerous goods

Group C International Freight Forwarders with work group and training responsibilities

Group D International Freight Forwarders with responsibilities in a range of work contexts

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Summary for TLI50310 Diploma of International Freight Forwarding

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**
- Communicate effectively with managers, staff, customers, suppliers and the global freight forwarding network in the course of international freight forwarding
 - Listen to and interpret complex verbal information related to international freight forwarding including the clarification and confirmation of work requirements and the receiving of operational feedback
 - Read and interpret documentation such as applicable regulations, policy documents, contracts, insurance documents, plans, technical data, signage, labels, safety management systems, tenders, etc.
 - Speak clearly and directly on diverse and complex matters related to international freight forwarding including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff
 - Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and freight forwarding project plans, specifications, tenders and reports
 - Responsibly negotiate complex issues with others in the course of international freight forwarding including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements
 - Recognise and interpret non-verbal signs, signals and behaviour
 - Establish and implement organisation's information and communication systems and procedures
 - Establish and use global and local networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation
 - Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, determine costs, forecast resource requirements, and audit performance.

TLI50310 Diploma of International Freight Forwarding (continued)

Employability skill **Industry/enterprise requirements for this qualification include:**

Teamwork

- Provide leadership to staff
- Manage the resolution of any interpersonal conflicts that may arise in the course of international freight forwarding
- Motivate staff
- Provide opportunities for staff to achieve and maintain competence
- Coach, mentor and give feedback to staff
- Provide information, instruction, training and supervision
- Manage the avoidance and prevention of harassment of others in the workplace
- Ensure the active participation of team members in meeting goals and objectives
- Collaborate with staff and others in the course of international freight forwarding
- Work collaboratively with contractors, carriers and customers in the context of international freight forwarding
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving

- Develop practical solutions for problems arising in the course of international freight forwarding including assessing hazards and ensuring there are alternative plans or processes to manage identified risks; monitoring issues which arise in the course of operations; and creating, implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the course of international freight forwarding
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them
- Resolve customer concerns in relation to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
- Test assumptions, taking the context of data and circumstances into account
- Audit and review systems and plans
- Use applicable mathematics to solve complex problems related to international freight forwarding.

TLI50310 Diploma of International Freight Forwarding (continued)

Employability skill**Industry/enterprise requirements for this qualification include:****Initiative and enterprise**

- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources, and in both in encouraging input from staff and interactions between and amongst staff and teams
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders
- Value input from staff
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Establish operational and emergency plans, systems and procedures for the organisation
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff, and clearly defining responsibilities
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed during international freight forwarding activities
- Prepare scope of work and work plans for self and team members
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of international freight forwarding activities
- Ensure feedback and other data contribute to improvements in operational effectiveness.

TLI50310 Diploma of International Freight Forwarding (continued)**Employability skill****Industry/enterprise requirements for this qualification include:**

Employability skill	Industry/enterprise requirements for this qualification include:
Self management	<ul style="list-style-type: none">• Interpret and apply relevant regulations and instructions• Operate in accordance with the code of ethics for international freight forwarders• Establish and follow own work plans and schedules• Evaluate and monitor own work performance• Take responsibility for meeting own objectives• Have confidence in own vision and goals• Develop trust and confidence in staff and customers• Maintain effective networks.
Learning	<ul style="list-style-type: none">• Organise learning and assessment activities for others in the workplace• Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment• Be open to new ideas and change, and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice• Provide opportunities for instruction, coaching and mentoring others in the workplace as required• Contribute to the assessment of the competence of others in the workplace• Encourage the creation of a learning community in the workplace• Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development• Adapt own competence in response to any changes in international freight forwarding processes• Update own knowledge and skills required for international freight forwarding activities.
Technology	<ul style="list-style-type: none">• Use complex equipment and Information and Communications Technology (ICT) systems required during freight forwarding and related logistics activities involved in international freight transport• Apply a range of basic ICT skills• Use ICT to organise and access data including the monitoring of freight forwarding and logistics processes, the tracking of international freight, and the recording and reporting of project status• Applying ICT as a management tool to store and organise data• Implement and monitor operational and maintenance procedures and systems for equipment used during international freight forwarding projects• Implement and monitor the application of OH&S procedures when using ICT and office equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for **14 units** of competency comprising:

- **9 core units** listed below

plus

- **5 elective units** which may be taken from the elective units listed below for one of the four specialisations. Note that in the case of Group D, this may include up to **2 units** drawn with appropriate contextualisation from qualifications in this or other relevant endorsed Training Package and accredited course.

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

Core units:

Field	Unit
A - Handling Cargo/Stock	TLIA5059A Plan and organise the international forwarding of freight by sea and multimodal transport
	TLIA5060A Plan and organise the international forwarding of freight by air transport
	TLIA5061A Plan and organise the international forwarding of freight by road and rail transport
E - Communication and Calculation	TLIE5020A Apply knowledge of freight forwarding documentation and permits
K- Technology	TLIK5009A Apply knowledge of ICT to international freight forwarding activities
L - Resource Management	TLIL5061A Apply knowledge of the international freight forwarding industry
	TLIL5062A Apply knowledge of logistics, storage and distribution to international freight forwarding
	TLIL5063A Review contracts, insurance, risk and liability in the international freight forwarding context
O - Security	TLIO5020A Advise on and manage security and safety in international freight transport

Five elective units from one of the following groups(see note in Group D below for other options for 2 of those units):

Group A**Specialisation for International Freight Forwarders with responsibilities for managing own and work group activities**

Field	Unit
I - Customer Service	BSBCUS501C Manage quality customer service
L - Resource Management	BSBMGT502B Manage people performance
	PSPGOV518A Benchmark performance
	BSBMKG513A Promote products and services to international markets
P - Administration and Finance	BSBFIM501A Manage budgets and financial plans

Group B**Specialisation for International Freight Forwarders specialising in special transport services including dangerous goods**

Field	Unit
I - Customer Service	BSBCUS501C Manage quality customer service
L - Resource Management	TLIL5064A Manage international special freight transport services including dangerous goods and special cargo
	BSBMGT502B Manage people performance
	PSPGOV518A Benchmark performance
P - Administration and Finance	BSBFIM501A Manage budgets and financial plans

Group C**Specialisation for International Freight Forwarders with work group and training responsibilities**

Field	Unit
I - Customer Service	BSBCUS501C Manage quality customer service
L - Resource Management	BSBMGT502B Manage people performance
	PSPGOV518A Benchmark performance
M - Training and Assessment	TAEDEL301A Provide work skill instruction
	TAEASS402A Assess competence

Group D**Specialisation for International Freight Forwarders with responsibilities in a range of work contexts**

5 elective units may be taken from the elective units listed, or may include at least 3 of the units in the list, plus up to 2 units drawn with appropriate contextualisation from qualifications in the Transport and Logistics or other relevant endorsed Training Packages or accredited course

Field	Unit
I - Customer Service	BSBCUS501C Manage quality customer service
L - Resource Management	TLIL5064A Manage international special freight transport services including dangerous goods and special cargo
	BSBMGT502B Manage people performance
	PSPGOV518A Benchmark performance
	BSBMKG513A Promote products and services to international markets
M - Training and Assessment	TAEDEL301A Provide work skill instruction
	TAEASS402A Assess competence
P - Administration and Finance	BSBFIM501A Manage budgets and financial plans