Australian Government

Department of Education, Employment and Workplace Relations

TLIA5035A Manage international freight transfer

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

TLIA5035A Manage international freight transfer

Modification History

Not Applicable

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Unit Descriptor

Unit Descriptor	This unit involves the skills and knowledge required to plan and manage international freight transfer in accordance with relevant regulatory requirements and workplace procedures, including the ADG and IDG codes. This includes analysing freight transfer requirements, planning and establishing processes for international freight transfer, monitoring and coordinating systems and processes for international freight transfer, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit	Work must be must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice, including the ADG and IDG Code.
	Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.
	A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.
	The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills   This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse freight transfer requirements	1.1 Australian and international codes and regulations and workplace policies for international freight transfer are identified
	1.2 Information on current and potential customers and their international freight requirements are obtained and analysed in accordance with workplace procedures
	1.3 Special characteristics and customer requirements for the types of freight to be transferred are identified, interpreted and considered in accordance with workplace procedures
	1.4 Appropriate options for international freight transfer are evaluated in terms of identified special requirements, customer needs and relevant regulatory requirements including Australian and international codes for the transfer of dangerous goods and hazardous materials
	1.5 Selected options for freight transfer arrangements are documented in accordance with workplace policy and related regulations
2 Plan systems and processes for international freight transfer	2.1 Workplace policies and mission statement are interpreted to define the process requirements for international freight transfer
	2.2 Appropriate systems are evaluated and established/coordinated to facilitate the organisation of international freight transfer including suitable risk analysis
	2.3 Human resources needed to organise international freight transfer are identified and documented
	2.4 Action is initiated to ensure staff are assigned, recruited and/or trained in accordance with identified human resource requirements
	2.5 Office, computer and communications equipment is identified and action initiated for appropriate assignment or procurements
	2.6 Quality standards and procedures for proposed international freight transfer processes are documented/updated in accordance with workplace procedures
3 Monitor and coordinate systems and processes for international freight transfer	3.1 International freight forwarding operations are monitored against identified quality standards and compliance with Australian and international regulatory requirements
	3.2 Non-compliance with quality standards or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems
	3.3 Customer satisfaction with international freight transfer services is monitored using appropriate methods
	3.4 Customer concerns and suggestions for service improvements

ELEMENT	PERFORMANCE CRITERIA
	are acted upon in accordance with workplace procedures
	3.5 Reports and other required documentation related to international freight transfer operations are completed and referred to relevant personnel in accordance with workplace procedures
	3.6 Any changes in Australian and international regulations and codes of practice relevant to international freight transfer are monitored, identified and appropriate action is initiated to ensure ongoing compliance of workplace processes and systems

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and international regulations, codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for the identification and interpretation of requirements of current and potential clients
- Procedures for the identification and evaluation of information needed to manage the international transfer of freight
- Procedures for reviewing options for international freight transfer systems
- Procedures for liaising with relevant Australian and international contacts using appropriate technology
- Procedures for establishing and monitoring suitable international freight transfer operations
- Focus of operation of work systems, resources, management and workplace operating systems
- Contacts and sources of information/documentation needed when managing systems for the international transfer of freight
- Quality and customer service policies and procedures
- Relevant permit and licence requirements
- Application of relevant Australian standards and associated certification requirements
- Operational requirements for the safe transfer and storage of dangerous goods and hazardous materials
- Relevant workplace documentation procedures applicable to the international transfer of freight

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Required skills:

- Communicate effectively with others when managing international freight transfer operations

- Read and interpret instructions, procedures, information and labels relevant to the management of international freight transfer operations

- Complete documentation related to the management of international freight transfer operations

- Maintain workplace records and documentation when managing international freight transfer operations

- Provide leadership to others when managing international freight transfer operations

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

- Plan and organise systems and activities when managing international freight transfer operations

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

- Monitor work activities in terms of planned schedule

- Modify activities depending on differing operational contingencies, risk situations and environments

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

- Operate and adapt to differences in freight and systems in accordance with standard operating procedures

- Select and apply appropriate technology, information systems and procedures when managing international freight transfer operations

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
	• the underpinning knowledge and skills
	• relevant legislation and workplace procedures

EVIDENCE GUIDE

	• other relevant aspects of the range statement
Context of and specific resources for assessment	• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
	• Resources for assessment include:
	• a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
	• access to an appropriate range of relevant operational situations in the workplace
	• In both real and simulated environments, access is required to:
	• relevant and appropriate materials and equipment, and
	• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	• Assessment of this unit must be undertaken by a registered training organisation
	• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
	• Practical assessment must occur:
	• through activities in an appropriately simulated environment at the registered training organisation, and/or
	• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:	• in various work environments in the bulk handling, dangerous goods and freight forwarding sections of the warehousing, storage, transport and distribution industries
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
The workplace environment may	• twenty-four hour operation

RANGE STATEMENT

involve:	• single and multi-site location • large, medium and small workplaces
Work systems may include:	• freight forwarding protocols and procedures • communications equipment • workplace operations • authorities and permits • hours of operation • relevant regulations
Information needed to organise the international transport of freight may include:	• type, capacity and compatibility of cargo • agreed delivery times and routing schedules • pick-up and drop-off points • specified carrier/mode of transport • agreed cost structure
Forms of transport may include:	• road • rail • sea • air • local courier
Consultative processes may involve:	• employees, supervisors and managers • international and domestic agents, suppliers and current or potential clients • relevant authorities, government departments and institutions • representatives of other enterprises and organisations related to the international transfer of freight • industrial relations and OH&S specialists • other professional or technical staff
Communications systems may involve:	• telephone • fax • email • electronic data transfer of information • mail
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Documentation/records may include:	• Australian and international codes of practice and regulations relevant to the international transfer of freight • Australian and international regulations and codes of practice for the handling, storage and transport of

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RANGE STATEMENT

	dangerous goods and hazardous substances, including the ADG and IDG Code
	• workplace operating procedures and policies
	• operations manuals, job specifications and procedures and induction documentation
	• Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
	• supplier and/or client instructions
	• Australian and International standards, criteria and certification requirements
	• communications technology equipment and oral, aural or signed communications
	• quality assurance standards and procedures
	• emergency procedures
	• relevant competency standards and training materials
	• QA plans, data and document control
	• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:	• regulations and codes of practice for the international transfer of freight
	• Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances, including:
	• Australian and International Dangerous Goods Codes
	• Australian Marine Orders and the International Maritime Dangerous Goods Code
	• IATA Dangerous Goods by Air regulations
	• Australian and International Explosives Codes
	• relevant regulations for the import and export of cargo
	• Australian and international standards and certification requirements
	• relevant state/territory OH&S legislation
	• relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field   A - Handling Cargo/Stock