



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLII3007A Provide freight forwarding information to customers**

**Release: 1**

## **TLII3007A Provide freight forwarding information to customers**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to provide freight forwarding information to customers in accordance with regulatory and workplace requirements, including dealing with customer freight forwarding inquiries and explaining the process of freight forwarding upon request. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning freight forwarding.

Work is performed under some supervision generally within a team environment.

This unit is normally packaged at AQF III or above.

### **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
<b>1 Deal with customer freight forwarding inquiries</b>	<p>1.1 Customer inquiries are dealt with courteously and efficiently</p> <p>1.2 Questions are used to clarify customer requirements, needs or concerns</p> <p>1.3 Information is accurately conveyed to the customer in a manner consistent with their level of understanding</p> <p>1.4 Areas not effectively dealt with are forwarded to other enterprise personnel or external individuals/authorities in accordance with enterprise procedures</p> <p>1.5 Follow-up procedures are undertaken in accordance with enterprise procedures</p>
<b>2 Explain the process of freight forwarding</b>	<p>2.1 The freight forwarding chain of operations is explained to customers</p> <p>2.2 Parameters of service relevant to customer requirements are explained in accordance with workplace procedures</p> <p>2.3 Handling and documentation requirements for various types of goods are explained to customers including dangerous goods and hazardous substances</p> <p>2.4 Documentation concerning service provision is forwarded to the customer in accordance with enterprise procedures</p>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

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

#### Required knowledge:

- Australian and international codes and regulations relevant to freight forwarding, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the provision of freight handling information to customers
- Focus of operation of work systems, equipment, management and site operating systems for the provision of freight handling information to customers
- Problems that may occur when providing freight handling information and appropriate action that can be taken to prevent or resolve the problems
- Types of transport used in international trade and knowledge of the most economical modes of

## REQUIRED KNOWLEDGE AND SKILLS

transport for different situations

- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Documentation requirements for the freight handling services including workplace freight tracking system
- Freight transport timetables, yard and terminal facilities, and site layout
- Housekeeping standards procedures required in the workplace

### Required skills:

- Communicate effectively with others when providing freight forwarding information
- Read and interpret instructions, procedures, information and labels relevant to the provision of freight forwarding information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of freight forwarding information
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing freight forwarding information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing freight handling information in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing freight forwarding information
- 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
- Select and use relevant computer, communication and office equipment when providing freight handling information
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

## 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:
  - reading and interpreting freight documentation
  - providing information to customers on freight forwarding operations
  - maintaining enterprise records and documentation
  - advising on relevant export regulations and required documentation
  - advise on procedures and protocols for forwarding various cargo to different destinations

### **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 conducted:
- in a range of work environments
  - by day or night
- Customers may be:
- internal or external
- Workplaces may comprise:
- large, medium or small worksites
- Work may be conducted in:
- limited or restricted spaces
  - exposed conditions
  - controlled or open environments
- Freight may include:
- all forms of freight. Some freight may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
- Parameters of freight forwarding service that may be explained to customers include:
- procedures for forwarding freight
  - type of transport modes
  - various consignment methods
  - relevant legislative requirements
  - required import/export documentation and requirements
  - insurance requirements
  - service costs
  - payment requirements and procedures
  - fiduciary and legal responsibilities of either party
- Customer information may include:
- business structure
  - general freight forwarding requirements
  - legislative requirements
  - information on export clearances
  - documentation services
  - freight charges
- Hazards in the work area may include:
- exposure to chemicals
  - exposure to dangerous or hazardous substances
  - movements of equipment, goods, materials and vehicular traffic
- Consultative processes may involve:
- other employees and supervisors
  - suppliers, customers and clients
  - drivers and agents
  - relevant authorities and institutions
  - management and union representatives

## RANGE STATEMENT

- Communication in the work area may include:
- industrial relations and OH&S specialists
  - other maintenance, professional or technical staff
  - phone
  - electronic data interchange (EDI)
  - fax
  - email
  - internet
  - RF systems
  - oral, aural or signed communications
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Personal protective equipment may include:
- gloves
  - safety headwear and footwear
  - safety glasses
  - two-way radios
  - high visibility clothing
- Information/documents may include:
- goods identification numbers and codes
  - manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
  - internal documentation used for freight tracking
  - codes of practice and regulations relevant to the transport of goods
  - Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
  - operations manuals, job specifications and induction documentation
  - manufacturers specifications for equipment
  - workplace procedures and policies
  - supplier and/or client instructions
  - dangerous goods declarations and material safety data sheets (where applicable)
  - award, enterprise bargaining agreement, other industrial arrangements
  - relevant Australian Standards and certification requirements
  - quality assurance procedures
  - emergency procedures



## RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant sections of Customs legislation, regulations and codes for the transport of freight
- Australian and international regulations and codes of practice for the transport 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
- privacy legislation
- water and road use and license arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

## Unit Sector(s)

Not Applicable

## Competency Field

Competency Field

I - Customer Service