



Australian Government

TLII0002 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 | <ul style="list-style-type: none">1.1 Customer inquiries are dealt with courteously and efficiently1.2 Questions are used to clarify customer requirements, needs or concerns1.3 Information is accurately conveyed to customer and customer understanding is confirmed1.4 Clarification is sought from other workplace personnel or external individuals/authorities as required, in accordance with workplace procedures1.5 Follow-up actions are undertaken in accordance with workplace procedures |
| 2 Explain of freight forwarding process | <ul style="list-style-type: none">2.1 Freight forwarding chain of operations is explained to customers2.2 Parameters of freight forwarding services relevant to customer requirements are explained in accordance with company procedures2.3 Handling and documentation requirements for various types of goods are explained to customers, including special requirements for border security, biosecurity and safety compliance2.4 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>

Assessment Requirements for TLII0002 Provide freight forwarding information and customer service

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- advising on procedures and protocols for forwarding various cargo to different destinations
- advising on relevant regulations and required documentation
- applying relevant codes of practice and legislative requirements including local and international freight
- communicating effectively with others when providing freight forwarding services to customers
- creating documentation related to providing freight forwarding services to customers
- interpreting and following operational instructions and prioritising work
- modelling excellence in providing freight forwarding information and customer service
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- overseeing a team providing freight forwarding information and customer service
- providing information to customers on freight forwarding operations
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- retaining records and documentation
- working collaboratively with others when providing freight forwarding services to customers
- working systematically with required attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- Australian and international standards, criteria and certification requirements
- customer information including:
 - documentation
 - freight charges
 - general freight forwarding requirements
 - legislative requirements
- customer service policies and procedures
- oral, aural or signed communications, manufacturer/client specifications, supplier and/or client instructions
- parameters of freight forwarding services relevant to customer requirements including:
 - fiduciary and legal responsibilities
 - freight forwarding procedures
 - insurance requirements
 - payment requirements and procedures
 - relevant legislative requirements
 - required import and export documentation
 - service costs
 - types of transport modes
 - various consignment methods
- relevant codes of practice and legislative requirements including local and international freight regulations including:
 - regulations and codes of practice for international and domestic freight transport
 - Australian and international standards and certification requirements
- requirements for work including:
 - authorities and permits
 - freight forwarding protocols
 - hours of operation
 - relevant regulations
 - workplace operations
- sources of relevant information and documentation
- typical problems that can occur when providing freight forwarding services to customers and related appropriate action that can be taken to prevent or solve these problems
- workplace procedures, policies and protocols for providing freight forwarding services to customers.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so. Where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

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