



Australian Government

Department of Education, Employment and Workplace Relations

TLIQ607C Administer international trading accounts

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to administer international trading accounts, including calculating ratings on international movement of goods, negotiating and confirming financial terms of trade with customer, monitoring and addressing market changes in international freight forwarding, and completing all required documentation.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight.

Work is performed under general supervision. It involves the application of established workplace procedures to administer international trading accounts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

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

Elements and Performance Criteria

Element	Performance Criteria
1 Calculate ratings on international movement of goods	1.1 Ratings are calculated for the international movement of goods based on the type of transport mode(s), including single or multi-modal and the type and shipping requirements for goods 1.2 Over-ride discounts and rebates for shipments are identified 1.3 International currency rates and exchange regulations are confirmed 1.4 Consolidated rate schedule is established 1.5 Cost of routing schedule is established using consolidated rate schedule
2 Negotiate and confirm financial terms of trade with customer	2.1 Credit rating for customer is established in accordance with workplace procedures 2.2 Terms of trade, method of payment and currency arrangements are negotiated and confirmed with customer in accordance with workplace procedures and code of practice requirements 2.3 Payment terms with banks and suppliers are negotiated and confirmed in accordance with workplace procedures 2.4 Insurance requirements for security of payment and security of goods in transit are assessed and confirmed with customer and agents
3 Monitor and address market changes in international freight forwarding	3.1 Changes in international markets are constantly monitored in accordance with workplace procedures 3.2 Alternative strategies and processes for forwarding goods are generated and confirmed with customers and agents where required 3.3 Analyses of future freight forward projections and market trends are undertaken for customers as requested

4 **Complete documentation**

- 4.1 Accounts with banks, customers, suppliers, agents and the like are maintained in accordance with workplace procedures and current legislation
- 4.2 Trading accounts in relation to the identified performance measures are regularly monitored and reviewed
- 4.3 Documentation is completed and secured in accordance with workplace requirements

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 agreements, codes of practice and legislative requirements including international trade and freight regulations

Relevant OH&S and environmental procedures and regulations

Workplace procedures for the administration of international trading accounts

Contacts and sources of information and documentation needed when carrying out the administration of international trading accounts

Customer service policies and procedures

Documentation requirements of international and domestic banks, governments, clients, suppliers and agents

Aspects of contract law relevant to the administration of international trading accounts

Payment terms and procedures for method of international payments

Operational procedures for document control

International legislation regarding carriage of goods

Banking procedures and exchange rates

Typical problems that can occur when administering international trading accounts and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when administering international trading accounts

Negotiate contract requirements and issues related to international trading accounts

Read and interpret instructions, procedures, information and labels relevant to the administration of international trading accounts

Prioritise work and coordinate self in relation to others

Complete documentation related to the administration of international trading accounts

Operate electronic communication equipment to required protocol

Work collaboratively with others when administering international trading accounts

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 administering international trading accounts in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when administering international trading accounts

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

Select and use relevant computerised systems and equipment for calculations and document generation

Adapt to differences in equipment in accordance with standard operating procedures

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

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 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/or equipment, and/or

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 appropriately simulated activities 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 activities may cover:	trading accounts related to the international movement of freight and may be conducted by day or night
Customers may be:	internal or external
Requirements for work may include:	site restrictions and procedures communications equipment international markets authorities and permits international codes of practice international financial control and exchange regulations
Methods of payment may include:	open accounts cash against documents factoring consignments bills of exchange letters of credit
Currency arrangements may include:	foreign bank accounts forward rates spot rates dollar rates
Changes in international markets may include:	foreign bank accounts fluctuations in exchange rates changes to government regulations pricing variations by customers and shipping lines transit delays and strikes
Forms of freight transport may include:	road

	rail
	sea
	air
	multi-modal
Communications systems may involve:	telephone
	fax
	email
	electronic data transfer of information (EDI)
	mail
Consultative processes may involve:	other employees and supervisors
	suppliers, potential customers and existing clients
	relevant authorities
	shipping lines
	banking institutions
	other agencies
	management and union representatives
	OH&S specialists
	maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	workplace procedures
	organisational procedures
	established procedures
Documentation/records may include:	operations manuals, job specifications and procedures and induction documentation
	trading documentation, including trading accounts, consignment notes, bills of exchange, letters of credit
	financial and trading records
	workplace operating procedures and policies
	manufacturers/client specifications, instructions and labelling advice including material safety data sheets
	competency standards and training materials

	supplier and/or client instructions
	Australian and international standards, criteria and certification requirements
	communications technology equipment, oral, aural or signed communications
	OH&S procedures
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	international transport regulations, codes and procedures
	relevant regulations for the import and export of cargo
	regulations and codes of practice for international trading accounts and the import and export of cargo
	Australian and international standards and certification requirements
	dangerous goods and hazardous substances codes and regulations
	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation
	other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management