



Australian Government

Department of Education, Employment and Workplace Relations

TLIE5020A Apply knowledge of freight forwarding documentation and permits

Release: 1

TLIE5020A Apply knowledge of freight forwarding documentation and permits

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit covers the competency required to develop, maintain and apply an in-depth understanding of required documentation, forms and permits to advanced freight forwarding activities. This includes the demonstration of the required knowledge of documentation, forms and permits; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit

This unit was developed for persons applying knowledge of freight forwarding documentation and permits as part of advanced international freight forwarding functions. Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

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 Access and interpret information on freight forwarding documentation and permits	1.1 Information on the requirements for freight forwarding documentation and permits is regularly accessed from appropriate sources 1.2 Information on the requirements for freight forwarding documentation and permits is interpreted and applied when working on freight forwarding projects 1.3 Continuous professional development is undertaken to ensure a current knowledge of the requirements for freight forwarding documentation and permits as per industry practice and company standard procedures
2 Demonstrate the required knowledge of freight forwarding documentation and permits	2.1 Knowledge of the requirements for freight forwarding documentation and permits needed to perform effectively as an international freight forwarder is demonstrated through the successful completion of a range of assignments and both real and simulated freight forwarding projects
3 Apply information knowledge of freight forwarding documentation and permits to the freight forwarding functions	3.1 Current information on the requirements for freight forwarding documentation and permits is consistently applied when carrying out the international freight forwarding role and functions

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 conventions, codes of practice and regulatory requirements for the completion of documentation, forms and permits in international freight forwarding (including those applicable to the importing, exporting and transiting of goods)
- Documents, forms and permits required in freight forwarding
- Procedures and protocols for the preparation and processing of documentation, forms and permits in international freight forwarding
- Responsibilities and liabilities of the freight forwarder in ensuring that all required documentation, forms and permits are accurately and correctly prepared
- Definitions, purpose and use of Incoterms and Combiterms
- International sales contracts - principles, conditions and specifications, consequences of poor preparation or mistakes

REQUIRED KNOWLEDGE AND SKILLS

- Documentation requirements for billing and accounts
- Systems and processes for the on-line completion of documentation and forms
- Australian Customs and Border Protection requirements including:
 - general information on the Australian Customs administration
 - Australian Customs and Border Protection tariffs
 - Australian Customs and Border Protection procedures
 - international conventions
 - GST (applicable rate and taxable value)
 - Control of import and export consignments
 - import licences e.g. for certain types of dangerous goods
 - veterinarian control and live plant control (phytosanitary control)
 - intellectual property, counterfeit, artifacts, boycott issues
- Sources of information on the documentation, forms and permits required when providing international freight forwarding services
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems that can occur when preparing and processing required documentation, forms and permits in international freight forwarding and related appropriate action that can be taken to prevent or resolve them

Required skills:

- Communicate effectively with others when preparing and processing required documentation, forms and permits, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures and other information relevant to the preparation and processing of documentation, forms and permits needed in international freight transport
- Interpret and follow operational instructions and prioritise work
- Complete the preparation and processing of documentation, forms and permits required in international freight forwarding, including data entry to a computer system
- Operate applicable information and communication technology to required protocol
- Work collaboratively with others when preparing and processing required documentation, forms and permits

Required skills:

- 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 preparing and processing required documentation, forms and permits in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when preparing and processing required documentation, forms and permits
- Monitor work activities in terms of planned schedule
- Apply relevant national and international codes of practice, regulations and legislative requirements
- 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 appropriately apply information and communication systems and procedures to complete workplace tasks
- Operate and adapt to differences in information and communication equipment in accordance with standard operating procedures

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:
 - maintaining a current knowledge of the documentation, forms and permits required in international freight forwarding through appropriate continuous professional development activities
 - interpreting and applying a current knowledge of the required documentation, forms and permits to the international freight forwarding role and functions

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:

EVIDENCE GUIDE

- 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

EVIDENCE GUIDE

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.

International freight forwarding includes services related to:

- the importing of goods
- the exporting of goods
- the transiting of goods

The range of documentation, forms and permits required for international freight forwarding is dependent upon a variety of factors including:

- the mode of transport
- the nature of the goods
- the routing and country of destination
- the requirements for import quarantine, health and customs controls in applicable countries
- the sales contract
- the terms of documentary credits
- the relationship and arrangements of the seller and buyer

International freight forwarding documentation and permits may include but are not limited to:

- standard FIATA forms and documentation such as:
 - a Negotiable Multimodal Transport Bill of Lading (FB/L)
 - a Non-negotiable Multimodal Transport Waybill (FWB)
 - a Forwarders Certificate of Receipt (FCR)
 - a Forwarders Certificate of Transport (FCT)
 - a Forwarders Warehouse Receipt (FWR)
 - a Forwarders Forwarding Instructions (FFI)
 - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
 - a Shippers Intermodal Weight Certification (SIWC)

RANGE STATEMENT

- an Original Bill of Lading (OB/L)
- a Master Air Waybill (MAWB)
- a House Bill of Lading (HBL)
- a House Air Waybill (HAWB)
- Multimodal Transport Bill of Lading (MTB/L)
- sales contracts
- bills of lading, waybills or consignment notes
- commercial invoices with an Incoterm and extra details to ensure proper passage and clearance
- packing lists
- origin certificates
- packing declarations regarding wood and other materials of plant origin
- fumigation or other treatment certificates for shipments containing wood or other materials of plant origin
- delivery notes
- container lists
- insurance policies
- insurance certificates
- insurance claim forms
- cargo manifests
- pre-advice and pre-alert documents
- veterinary certificates for materials of biological origin which are for human consumption
- health and phytosanitary certificates
- quality analysis or weight/measurement certificates
- consular documents
- inspection certificates and SGS reports

RANGE STATEMENT

Information and communication technology systems may include but are not limited to:

- data storage and management systems
- Electronic Freight Forwarding Management Systems (FFMS)
- Electronic Warehouse Management Systems (WMS)
- Electronic Transportation Management System (TMS)
- Internet and web based technology
- Electronic Data Interchange (EDI)
- EDI for Administration of Commerce (EDIFACT)
- Value-added Network (VAN)
- IP-based telecommunications systems
- Local Area Networks (LANS)
- Wireless Area Networks (WANS)
- broadband internet systems including ADSL, dedicated broadband lines and wireless systems
- barcoding systems
- Radio Frequency Identification (RFID) systems used in warehouses and logistics facilities
- E-commerce security systems

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- customers
- a global network of international and domestic agents, regulatory authorities, carriers, suppliers, and other freight forwarding contacts
- relevant regulatory authorities and institutions
- freight forwarding specialists in areas such as dangerous goods, special cargoes etc.
- management
- other employees and supervisors
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Sources of information required to perform international freight

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS,

RANGE STATEMENT

forwarding functions may include:	government agencies responsible for transport security etc.
Operational information / documents may include but are not limited to:	• key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. • Australian and international regulations, conventions and codes of practice for the international forwarding of freight • summaries and definitions of Incoterms and Combiterms • workplace standard operating procedures and policies • customers' instructions and transport requirements • applicable standard international freight forwarding forms and documents • operations manuals, job specifications and procedures and induction documentation • Australian and international standards, criteria and certification requirements • data obtained through information and communications technology equipment and oral, aural or signed communications • freight forwarding competency standards and training materials • freight forwarder company's quality assurance standards and procedures • manifests, bar codes, goods and container identification • emergency procedures
Applicable regulations and legislation may include:	• Australian and international regulations, conventions and codes of practice for the international forwarding of freight • relevant regulations for the import and export of cargo • Australian and international standards and certification requirements • relevant regulations pertaining to international trading and financial transactions • relevant Australian and international transport security and safety legislation • relevant Australian and international environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

E - Communication and Calculation