



Australian Government

Department of Education, Employment and Workplace Relations

TLII2006A Provide freight forwarding services to customers

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide freight forwarding services to customers, including dealing with customer freight forwarding inquiries and explaining the processes and parameters of freight forwarding services. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

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

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the provision of freight forwarding services to customers.

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 Deal with customer freight forwarding inquiries

- 1.1 Customer inquiries are dealt with courteously and efficiently
- 1.2 Questions are used to clarify customer requirements, needs or concerns
- 1.3 Information is accurately conveyed to the customer in a manner consistent with their level of understanding
- 1.4 Areas not effectively dealt with are forwarded to other workplace personnel or external individuals/authorities in accordance with workplace procedures
- 1.5 Follow-up procedures are undertaken in accordance with workplace procedures

2 Explain the process of freight forwarding

- 2.1 The freight forwarding chain of operations is explained to customers
- 2.2 Parameters of freight forwarding services relevant to customer requirements are explained in accordance with company procedures
- 2.3 Documentation concerning service provision is forwarded to the customer in accordance with workplace procedures

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 codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures and protocols for the provision of freight forwarding services to customers
- Sources of information and documentation needed when providing freight forwarding services to customers
- Customer service policies and procedures
- Typical problems that can occur when providing freight forwarding services to customers and related appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when providing freight forwarding services to customers

Required skills:

- Read and interpret instructions, procedures, information and signs relevant to the provision of freight forwarding services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of freight forwarding services to customers including data entry to a computer
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing freight forwarding services to customers
- 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 forwarding services to customers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing freight forwarding services to customers
- Monitor work activities in terms of planned schedule
- Apply relevant codes of practice and legislative requirements including local and international freight
- 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 technology, information systems and procedures to complete workplace tasks
- 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

- 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:

EVIDENCE GUIDE

unit

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

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.

Customer information may

- business structure

RANGE STATEMENT

include:	• general freight forwarding requirements • legislative requirements • information on export clearances • documentation services • freight charges
Workplace activities may be conducted:	• by day or night • in any weather conditions
Customers may be:	• internal or external
Environment may include movement of:	• equipment • goods • materials • vehicular traffic
Requirements for work may include:	• freight forwarding protocols and procedures • communications equipment • workplace operations • authorities and permits • hours of operation • relevant regulations
Parameters of freight forwarding services relevant to customer requirements may 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
Communications systems may involve:	• face-to-face conversation • telephone • fax • email • electronic data transfer of information (EDI) • mail
Consultative processes may involve:	• other employees and supervisors • international and domestic agents, suppliers, clients • relevant authorities and institutions • management • OH&S specialists • other professional or technical staff

RANGE STATEMENT

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

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

Information/documents may include:

- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:

- regulations and codes of practice for the local and international transport of freight
- relevant regulations for the import and export of cargo
- Australian and International Standards and certification requirements
- relevant state/territory OH&S legislation
- relevant regulations pertaining to trading and financial transactions
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

I - Customer Service