



Australian Government

Department of Education, Employment and Workplace Relations

TLIK5009A Apply knowledge of ICT to international freight forwarding activities

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to develop, update and apply an understanding of current relevant ICT (information and communication technology) to advanced freight forwarding activities. This includes the demonstration of the required knowledge of applicable ICT; 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

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This unit was developed for persons applying knowledge of ICT 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 data on applicable ICT	1.1 Data on ICT applicable to international freight forwarding is regularly accessed from appropriate sources 1.2 Information on applicable ICT is interpreted and applied when working on freight forwarding projects 1.3 Continuous professional development is undertaken to ensure a current knowledge of applicable ICT as per industry practice and company standard procedures
2 Demonstrate the required knowledge of applicable ICT	2.1 Knowledge of applicable ICT required 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 knowledge of ICT to the freight forwarding functions	3.1 Current information on applicable ICT 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:

- Procedures and protocols when using ICT
- Relevant OH&S and environmental procedures and regulations
- Principles of data storage and management systems used in international freight forwarding
- Internet and web based technology used in international freight forwarding
- Principles of Electronic Data Interchange (EDI) and procedures for its use
- Principles of Value-added Network (VAN) and procedures for its use
- IP-based telecommunications systems and their application in international freight forwarding
- Email protocols and procedures
- Principles of barcoding and its use in logistics and freight forwarding
- Principles of 3PL and 4PL logistics etc. as they apply to the freight forwarder including the applications and benefits of using Radio Frequency Identification (RFID) systems in the supply chain
- Basic e-commerce data security principles, systems, precautions and procedures
- Principles of electronic transactions
- Sources of information and documentation needed when using ICT in international freight forwarding functions

REQUIRED KNOWLEDGE AND SKILLS

- 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 using ICT and related appropriate action that can be taken to prevent or resolve them

Required skills:

- Communicate effectively with others when using ICT in freight forwarding activities, 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 use of current ICT in freight forwarding activities
- 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
- Retrieve and enter data within applicable information technology systems
- Operate ICT to required protocol
- Work collaboratively with others when using ICT
- 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 using ICT in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may occur when using ICT
- 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 ICT 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 knowledge of current information and communication technology as they relate to international freight forwarding functions through appropriate continuous professional development activities
 - interpreting and applying the required knowledge of applicable current information and communication technology 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:
 - 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.

International freight forwarding includes services related to:	• the importing of goods • the exporting of goods • the transiting of goods
Information and communication technology (ICT) 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 (LAN) • Wireless Area Networks (WAN) • 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
Sources of information required to perform international freight forwarding functions may include:	• websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc. • 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.
Communications systems may involve:	• face-to-face conversation • electronic data interchange (EDI) • telephone including fixed, mobile and IP phones • fax • email • mail
Consultative processes may involve:	• customers • other employees and supervisors

RANGE STATEMENT

- global network of international and domestic agents, suppliers, clients
- relevant regulatory authorities and institutions
- management
- information and communication technology 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 but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- workplace standard operating procedures and policies for the use of ICT in international freight forwarding functions
- customers' instructions and transport requirements
- standard FIATA forms and documentation such as:
 - a Non-negotiable Multimodal Transport Waybill (FWB)
 - 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)
 - 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)
- cargo manifests
- pre-advice and pre-alert 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

RANGE STATEMENT

Applicable regulations and legislation may include:

- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- relevant regulations for the use of ICT systems in freight forwarding activities
- 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

K - Technology