



Australian Government

Department of Education, Employment and Workplace Relations

TLIL5061A Apply knowledge of the international freight forwarding industry

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 in-depth understanding of the international freight forwarding industry to advanced freight forwarding activities. This includes the demonstration of the required industry knowledge; 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 the international freight forwarding industry 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 the international freight forwarding industry	1.1 Information on the international freight forwarding industry is regularly accessed from appropriate sources 1.2 Information on the international freight forwarding industry is interpreted and applied when working on freight forwarding projects 1.3 Continuous professional development is undertaken to ensure a current knowledge of the freight forwarding industry as per industry practice and company standard procedures
2 Demonstrate the required knowledge of the international freight forwarding industry	2.1 The knowledge of the international freight forwarding industry 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 industry information to the freight forwarding role and functions	3.1 Current information on the international freight forwarding industry 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:

- Overview of the international freight forwarding industry including the business aspects of freight forwarding and the key activities of freight forwarding companies
- Overview of Australian and international regulations, conventions and codes of practice applicable to international freight forwarding (including the importing, exporting and transiting of goods)
- Legalities and liabilities in international transport and freight forwarding
- Ethical responsibilities in freight forwarding
- Relevant OH&S and environmental procedures and regulations
- The typical organisational structure of an international freight forwarding company
- The role and functions of an international freight forwarder
- Australian and international regulatory authorities in international freight forwarding and trade include but are not limited to:
 - Australian Customs and Border Protection Service

REQUIRED KNOWLEDGE AND SKILLS

- AMSA (Australian Maritime Safety Authority)
- AQIS (Australian Quarantine and Inspection Service)
- CASA (Australian Civil Aviation Authority)
- IATA (International Air Transport Association)
- ICAO (International Civil Aviation Organization)
- IMO (International Maritime Organization)
- government agencies responsible for transport security
- Other Australian and international organisations in forwarding and trade (professional associations, industry associations, unions etc.). Examples include but are not limited to:
 - ATC (Australian Transport Council)
 - ARA (Australasian Railway Association)
 - BIPAR (La Federation Europeenne des Intermediaires d'Assurances, The European Federation of Insurance Intermediaries)
 - ECSA (European Community of Shipowners' Associations)
 - CSG (Consultative Shipping Group, London)
 - FIATA (Fédération Internationale des Associations de Transitaires et Assimilés, International Federation of Freight Forwarders Associations)
 - OTIF (Intergovernmental Organisation for International Carriage by Rail)
 - TIACA (The International Air Cargo Association)
 - UIC (International Railway Union)
 - UIRR (International Union of Combined Road-Rail Transport Companies)
- The basics of international trade and commerce
- Definitions, purpose and use of Incoterms and Combiterms
- An in-depth and up-to-date knowledge of global freight forwarding geography
- An understanding of the geopolitical aspects of international freight transport
- Modes of international transport including sea, air, road, rail and multimodal
- Freight forwarding equipment, processes and systems for the various modes of international freight transport
- The use of containers and containerisation in international freight transport
- Parameters of freight forwarding services relevant to customer requirements
- Special transport services including consolidation, special cargoes and special forwarding projects
- An overview of risk management and the typical problems that can occur when providing international freight forwarding services to customers, and related appropriate action that can be taken to prevent or solve them
- An overview of the transport and liability insurance requirements for international freight

REQUIRED KNOWLEDGE AND SKILLS

forwarding

- Overview of the information and documentation required when providing international freight forwarding services
- Sources of information on the international freight forwarding industry
- 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

Required skills:

- Communicate effectively with others when providing international freight forwarding services, 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 provision of international freight forwarding services
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of international freight forwarding services, including data entry to a computer system
- Operate information and communication technology equipment to required protocol
- Work collaboratively with others when providing international freight forwarding services
- 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 international freight forwarding services in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing international freight forwarding services
- Monitor work activities in terms of planned schedule and deadlines
- Apply relevant Australian and international codes of practice 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
- Operate and adapt to differences in equipment as per 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 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 international freight forwarding industry through appropriate continuous professional development activities
 - interpreting and applying the required industry knowledge 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

The role and functions of an international freight forwarder include:

- advising customers on and planning suitable modes of transport and the routing of international freight transport including booking space with carriers and making arrangements for pick up, carriage and delivery of the goods
- applying an in-depth understanding of worldwide transport geography to international freight forwarding
- liaising with a global network of related companies and agents and contacts in all major ports and cities on international freight forwarding matters
- organising for the transport of special cargoes, special freight forwarding projects and dangerous goods
- recognising, inspecting and following applicable regulatory requirements when any dangerous goods are offered for shipment
- organising the consolidation of shipments
- managing risk in international freight forwarding and for international freight transport including finding alternative routing in the event of contingencies
- assisting in the organisation of suitable insurance arrangements
- managing the documentation requirements for international freight and obtaining any unique certificates necessary to import and export goods
- negotiating rates and contracts and ensuring that the sales contract negotiated between the international buyer and the seller is executed smoothly and efficiently
- ensuring maintenance of billings, and accounts
- applying a knowledge of the legalities and liabilities of key parties involved in international freight transportation and complying with the ethical standards of international freight forwarding
- completing all calculations required in international freight forwarding

RANGE STATEMENT

- advising on and organising for the packaging, packing, labelling, documenting, loading stowage and storage of international freight
- assisting in the clearance and release of international freight from customs or other detention
- promoting and marketing the international freight forwarding business of the organisation concerned
- tracking and tracing international freight shipments from door to door
- providing quality customer service
- communicating regularly with customers

RANGE STATEMENT

Knowledge of global transportation and freight forwarding geography includes:

- regulatory frameworks as they relate to the import and export of goods and related aspects of both international and domestic freight transport
- regions, continents and the most important trading countries
- the main flows of freight traffic world-wide, including sea, air, road, rail, inland waterways and multimodal transport
- an understanding of key transport terminals, sea ports, airports etc.
- physical and climatic conditions of international transport routes and destinations
- times and time zones
- geopolitical aspects of international freight transport
- economic and trading situations and agreements

Knowledge of global transportation and freight forwarding geography covers regions such as:

- Australasia
- Southeast Asia
- South Pacific
- North America
- Central America/West Indies
- South America
- Europe (Northern and Mediterranean)
- Central Asia
- East Asia/Indian Sub-Continent
- The Middle East
- Africa

Requirements for work may include:

- freight forwarding protocols and procedures
- compliance with relevant regulations
- information and communication systems and equipment
- workplace organisation
- sales contracts
- hours of operation
- authorities and permits

Parameters of freight forwarding services relevant to customer requirements may include:

- standard procedures for the international forwarding of freight
- type of transport modes
- various consignment methods
- relevant regulations and legislative requirements
- required import/export documentation and requirements
- transport security requirements
- insurance requirements
- service costs

RANGE STATEMENT

- payment requirements and procedures
- fiduciary and legal responsibilities of either party

RANGE STATEMENT

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.

Consultative processes may involve:

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

Communications systems may involve:

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

Information/documents may include but are not limited to:

- Australian and international regulations and conventions relevant to the international transfer of freight
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- agents advice on available transport options, timetables, schedules and issues
- standard FIATA forms and documentation such as:
 - a Negotiable Multimodal Transport Bill of Lading (FB/L)
 - a Non-negotiable Multimodal Transport Waybill (FWB)

RANGE STATEMENT

- 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
- relevant Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company's quality assurance standards and procedures
- 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
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

L - Resource Management