



Australian Government

Department of Education, Employment and Workplace Relations

TLIL5062A Apply knowledge of logistics, storage and distribution to international freight forwarding

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 knowledge of logistics, warehousing, storage and distribution when performing advanced international freight forwarding activities. This includes the demonstration of the required knowledge of logistics, warehousing, storage and distribution; 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 logistics, storage and distribution 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 logistics, warehousing, storage and distribution	1.1 Information on logistics, warehousing, storage and distribution aspects of international freight forwarding is regularly accessed from appropriate sources 1.2 Information on logistics, warehousing, storage and distribution is interpreted and applied when working on freight forwarding projects 1.3 Continuous professional development is undertaken to ensure a current knowledge of logistics, warehousing, storage and distribution aspects of international freight forwarding as per industry practice and company standard procedures
2 Demonstrate the required knowledge of logistics, warehousing, storage and distribution	2.1 Quality standards and procedures for export logistics processes are confirmed and/or updated in accordance with workplace procedures
3 Apply information knowledge of logistics, warehousing, storage and distribution to the freight forwarding functions	3.1 Current information on logistics, warehousing, storage and distribution aspects of international freight forwarding 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 regulations, conventions, codes of practice and legislative requirements (including those applicable to the importing, exporting and transiting of goods)
- Definition and an understanding of the origins of logistics systems
- The main steps in logistics projects
- Basic understanding of logistics terms such as JIT, 'pull systems', physical distribution systems, supply chain management, tailor made services etc.
- The role of the forwarder in logistics activities
- The forwarder's functions in the supply chain processes
- Basic understanding of the role of logistics providers and related physical distribution systems
- The procedures of warehousing as they relate to freight forwarding

REQUIRED KNOWLEDGE AND SKILLS

- Types of warehouses
- Financial aspects of storage
- Rights and duties of the warehouse operator and the customer
- Warehouse charges and rent
- Documentation and information and communication technology systems used in warehouses
- Sources of information required to perform international freight forwarding functions
- 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 applying a knowledge of logistics, warehousing, storage and distribution to international freight forwarding functions, 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, information and regulations relevant to logistics, warehousing, storage and distribution aspects of international freight forwarding
- 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
- Operate electronic communication 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
- 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

Required skills:

- 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 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 logistics, warehousing, storage and distribution issues as they relate to the international freight forwarding industry through appropriate continuous professional development activities
 - interpreting and applying the required knowledge of logistics, warehousing, storage and distribution to the international freight forwarding role and functions
 - 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/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
Logistics encompasses:	• the process of planning, implementing, and controlling the efficient, effective flow and storage of goods, services, and related information from point of origin to point of consumption for the purpose of conforming to customer requirements
Supply chain management encompasses:	• the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities. It also includes coordination and collaboration with suppliers, intermediaries, third-party service providers, and customers
Types of warehouses include:	• private warehouses • bonded warehouses • public warehouses
Warehouse equipment and systems include:	• racking and layout systems • lift trucks and VNA (very narrow aisle) trucks • automated conveyor lines • order picking equipment • fully automated warehouse systems
Warehouse charges may include:	• storage charges • warehouse rent

RANGE STATEMENT

- warehouse insurance
- warehouse handling fees
- ancillary charges
- IT based invoicing

RANGE STATEMENT

- Distribution systems encompass:
- the procedures, methods, equipment, and facilities, designed and interconnected to facilitate and monitor the flow of goods or services from the source to the end user
- Distribution centres are:
- warehousing facilities located throughout a supply chain in which goods are sorted, assembled, staged or stored temporarily
- 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
 - logistics, warehousing and distribution contacts and specialists
 - other employees and supervisors
 - relevant regulatory authorities and institutions
 - 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, conventions and codes of practice for the international forwarding of freight
 - customers' instructions and transport requirements
 - workplace standard operating procedures and policies
 - warehousing forms and documentation such as:
 - a FIATA forwarder's warehouse receipt (FWR)
 - private warehouse receipt
 - a warrant warehouse receipt
 - cargo manifests

RANGE STATEMENT

Applicable regulations and legislation may include:

- operations manuals, job specifications and procedures and induction documentation
- freight forwarding competency standards and training materials
- 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
- information accessed through communications/computer technology and equipment, and verbal 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 transport security and safety legislation
- relevant Australian and international environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

L - Resource Management