



Australian Government

Department of Education, Employment and Workplace Relations

TLIL5064A Manage international special freight transport services including dangerous goods and special cargo

Release: 1

TLIL5064A Manage international special freight transport services including dangerous goods and special cargo

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage special international freight transport services, including (1) the forwarding of dangerous goods, (2) the international forwarding of special cargoes such as classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo etc., and (3) special forwarding projects (such as international freight logistics for sporting or diplomatic events, business conventions and exhibitions etc.). It also includes the monitoring and tracking of the international transport of special cargoes and dangerous goods, and ensuring that all required forms and documentation are completed and/or required data entered into the applicable information technology systems. International freight forwarding (involving special freight transport services) 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 involved in managing international special freight transport services (including dangerous goods and special cargo) 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 Manage the provision of special freight transport services	1.1 Requirements for special international freight transport services are confirmed and clarified with the customer 1.2 Pre-transport issues for the type(s) of special cargo involved are identified and addressed in accordance with standard procedures and regulations 1.3 Sale contract is prepared 1.4 Suitable transport mode and routing are determined for the special cargo(es) involved 1.5 Requirements for packaging of the special cargo(es) are determined and organised 1.6 Suitable container type(s) are stipulated and their transport worthiness are confirmed and documented 1.7 All required cargo insurance for the entire transit is determined and organised 1.8 Documentation requirements for the special freight transport services are completed as per procedures and regulations 1.9 Letter of credit is checked and any identified problems addressed and rectified 1.10 Appropriate packaging for the freight involved is organised as per regulatory requirements 1.11 Appropriate warehousing, storage and stowage for the types of freight involved are organised as per requirements 1.12 Delivery arrangements to/from docks, airports or terminal are organised and costed 1.13 All requirements for customs, quarantine and health clearance are checked as being fulfilled 1.14 Suitable instructions are provided to all parties involved in the transport of the special cargo(es)
2 Manage and organise special international freight forwarding projects	2.1 Requirements for the special forwarding project are confirmed and clarified with the customer 2.2 Critical logistics aspects of the freight transport for the special project are determined and are taken into account in planning the freight forwarding solution(s) 2.3 Pre-transport issues for the freight involved are identified and addressed in accordance with standard operating procedures and regulations 2.4 Appropriate packaging for the freight involved is organised as per standard operating procedures and regulatory requirements 2.5 Appropriate warehousing, storage and stowage for the types of freight involved are organised as per project requirements 2.6 All required cargo insurance for the entire transit is determined and organised 2.7 Documentation requirements for the special freight transport services are completed as per procedures and regulations 2.8 Letter of credit is checked and any identified problems

ELEMENT

PERFORMANCE CRITERIA

- addressed and rectified
- 2.9 Delivery arrangements for the freight to/from docks, airports or terminals are organised and costed as per project requirements
- 2.10 All requirements for customs, and other regulatory authorities are checked as being fulfilled
- 2.11 Suitable instructions are provided to all parties involved in the transport of the freight concerned

ELEMENT	PERFORMANCE CRITERIA
3 Manage and organise the forwarding of dangerous goods	3.1 Requirements for the international freight forwarding of the dangerous goods are confirmed and clarified with the customer 3.2 Class(es) of dangerous goods involved are determined and the transport risks involved are identified and managed as per applicable regulatory requirements 3.3 Pre-transport issues for the class(es) of dangerous goods involved are identified and addressed in accordance with standard procedures and regulations 3.4 Appropriate packaging for the dangerous goods is organised as per regulatory requirements 3.5 Delivery arrangements for the dangerous goods to/from docks, airports or terminal are organised and costed 3.6 All requirements for customs and other regulatory authorities are checked as being fulfilled 3.7 Suitable instructions are provided to all parties involved in the transport of the dangerous goods concerned
4 Monitor and track the international forwarding of special cargoes and dangerous goods	4.1 The transit of the special cargoes and dangerous goods is monitored and tracked using the available tracking systems 4.2 Problems in the progress of the transport of the special cargoes or dangerous goods are promptly identified and appropriate action initiated to resolve the problems concerned 4.3 Appropriate personnel and the customer are kept informed of the progress of the transport of special cargoes and dangerous goods and any action taken to resolve problems that may have arisen
5 Complete all required forms and documentation	5.1 All required forms and other documentation are completed as per procedures and regulatory requirements 5.2 Data is entered into information technology systems as per applicable procedures and regulatory requirements 5.3 Reports on problems that have arisen and related action taken are completed as per procedures and regulatory requirements

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, regulations and conventions applicable to the provision of special international freight transport services (including those applicable to the importing, exporting and transiting of goods)
- Procedures and Australian and international codes, conventions and regulations for the

REQUIRED KNOWLEDGE AND SKILLS

international transport of dangerous goods

REQUIRED KNOWLEDGE AND SKILLS

- Special international freight transport services - definition
- Definitions, purpose and use of Incoterms and Combiterms
- Issues and solutions for the forwarding of special cargoes, including classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo
- Issues and solutions for special forwarding projects such as international freight logistics for sporting or diplomatic events, conventions and exhibitions, the development of major industry facilities (e.g. mine, manufacturing plant, oil or gas pipeline or refinery) etc.
- Definition and procedures/costs for the use of various types of carnets in the provision of special international freight transport services, including ATA carnets and FIA/AIT carnets
- Services for the consolidation and groupage of international freight
- Dangerous goods - definition and the regulations applicable for their carriage on the various modes of international transport available
- National and international requirements for the classification and labelling of dangerous goods
- Training requirements for the safe packaging, labelling, documentation, handling and transport of dangerous goods
- Requirements for dangerous goods documentation
- Procedures and protocols for the provision of special international freight transport services and the organisation of the forwarding of dangerous goods
- Sources of information and documentation needed when providing special international freight transport services and organising the forwarding of dangerous goods
- 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 and issues that need to be resolved when providing special international freight transport services and organising the forwarding of dangerous goods, and related appropriate action that can be taken

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, information and labels relevant to the management of special international freight transport services and the planning and organisation of the international forwarding of dangerous goods
- Interpret and follow operational instructions and procedures and prioritise work
- Complete documentation related to the provision of special international freight transport

Required skills:

services, including data entry to an information technology system

Required skills:

- Operate information and communication technology equipment to required protocol
- Work collaboratively with others when providing special international freight transport services and when organising the international transport of dangerous goods
- Adapt appropriately to cultural differences, including modes of behaviour and interactions with others
- Promptly identify, report and/or rectify any identified problems and issues that may arise when providing special international freight transport services in accordance with regulatory requirements and workplace procedures
- Apply risk management strategies and implement contingency plans for unanticipated situations that may occur when providing special international freight transport services and organising the international transport of dangerous goods
- Monitor work activities in terms of planned schedule and transport deadlines
- Apply relevant codes of practice and legislative requirements including applicable to special international freight transport services and the international transport of dangerous goods
- 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 and communication systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment and systems in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards, where applicable

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:
 - managing and organising special international freight transport services
 - managing and organising special international freight

EVIDENCE GUIDE

forwarding projects

- managing and organising the international forwarding of dangerous and hazardous goods
- monitoring and tracking the international forwarding of special cargoes and dangerous goods
- completing and processing all required documentation

EVIDENCE GUIDE

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

Special freight transport services may include but are not limited to:

- transport of classified goods
- transport of dangerous goods
- transport of perishable goods
- transport of flowers and plants
- transport of livestock

RANGE STATEMENT

- transport of artworks
- transport of high value goods
- transport of diplomatic and consular cargo
- transport of human remains
- transport of heavy-weight and out-of-gauge cargo
- special transport projects such as the provision international freight logistics for sporting or diplomatic events, conventions and exhibitions, the development of major industry facilities (e.g. mine, manufacturing plant, oil or gas pipeline or refinery) etc.

RANGE STATEMENT

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| Perishable goods may include: | <ul style="list-style-type: none">• meat, fish, dairy products, vegetables, fruit, chocolates and other foods requiring temperature control• animals• fresh flowers• blood and tissue samples, embryos, organ transplants and other genetic and biological material• cross-contamination and incompatible substances |
| Pre-transport issues in the transport of perishable goods may include: | <ul style="list-style-type: none">• handling and hygiene• pre-cooling of equipment• control of temperature• packaging• stacking and stowing• cross-contamination and incompatible substances |
| Pre-transport issues in the transport of artworks and high value goods may include: | <ul style="list-style-type: none">• adequacy of insurance• adequacy of packaging• adequacy of moisture control• planning for security, proper stowage and handling in transit• advice to carriers of special needs and processes for ensuring that advice is followed• planning for clearance, delivery and receipt during transit and at destination |
| Pre-transport issues in the transport of dangerous goods may include: | <ul style="list-style-type: none">• adequacy of training for the personnel involved in identification, classification, packing, marking, labelling and placarding of the dangerous goods being transported• adequacy of packaging, labelling and documentation for the class of dangerous goods concerned• adequacy of special environmental considerations• adequacy of insurance for the class of dangerous goods concerned• planning for security, proper stowage and handling of dangerous goods in transit• advice to carriers of special requirements for the handling and stowage dangerous goods concerned and processes for ensuring that advice is followed• planning for clearance, delivery and receipt during transit and at destination |
| Requirements for work may include: | <ul style="list-style-type: none">• Australian and international regulations and conventions relevant to special freight transport services and the transport of dangerous goods• Australian and international freight forwarding codes, conventions, protocols and procedures for special freight |

RANGE STATEMENT

- transport services and the transport of dangerous goods
- authorities and permits relevant to special freight transport services and the transport of dangerous goods
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation

RANGE STATEMENT

Parameters of special freight transport services and the transport of dangerous goods relevant to customer requirements may include:

- procedures for forwarding of applicable types of special international freight and dangerous goods
- type of transport modes
- transport routing
- in gas, liquid or solid form
- various consignment methods
- packaging, packing, stowage and storage options
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Modes of transport may include:

- sea
- air
- road
- rail
- inland waterway
- multimodal

Australian and international codes and regulations for the international transport of dangerous may include:

- for sea transport: AMSA (Australian Maritime Safety Authority) Marine Orders Part 41 and IMDG Code (International Maritime Dangerous Goods Code)
- for air transport: CASA (Civil Aviation Safety Authority) regulations, CASA training requirements for employees who pack, mark, label and document air cargo, and IATA (International Air Transport Authority) Dangerous Goods Regulations
- for road and rail transport: ADG Code (Australian Dangerous Goods Code)

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

- customers
- employees, supervisors and managers

RANGE STATEMENT

involve:

- global network of international and domestic agents and suppliers
- relevant regulatory authorities and institutions
- other employees and supervisors
- special freight transport specialists (e.g. perishable goods, dangerous goods, artworks, high value goods, heavy-weight goods etc.)
- 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

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 transport of special freight and dangerous goods
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- 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)
 - 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
- competency standards and training materials
- dangerous goods documentation where applicable including dangerous goods declarations

RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant Australian and international standards, criteria and certification requirements
- data obtained through information and communications technology systems and oral, aural or signed communications
- freight forwarder company's quality assurance and customer service standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international transport of special freight and dangerous goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods, including:
 - Australian and International Dangerous Goods Codes
 - Australian Marine Orders and the International Maritime Dangerous Goods Code
 - IATA Dangerous Goods by Air regulations
 - Australian and International Explosives Codes
- relevant regulations for the import and export of special freight and dangerous goods including customs, quarantine and bond requirements
- relevant 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