



Australian Government

Department of Education, Employment and Workplace Relations

TLIO5020A Advise on and manage security and safety in international freight transport

Release: 1

TLIO5020A Advise on and manage security and safety in international freight transport

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to advise customers on security and safety requirements within international freight transport and manage the security and safety arrangements for international freight. This includes assessing international freight transport security and safety risks; specifying international transport security and safety requirements; implementing transport security and safety plans and policies; and monitoring and reviewing security and safety system performance. 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 involved in advising on and managing security and safety in international freight transport 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 Assess international freight transport security and safety risks	1.1 Records of international freight transport security and safety breaches, thefts, accidents and damage are reviewed to identify past security and safety incidents 1.2 Assessment of potential risks to the security and safety of freight, personnel, facilities, information and equipment are made, considering both internal and external factors 1.3 Relative risks from a range of sources are assessed and compared with existing security and safety measures 1.4 Discrepancies between identified risk and current security and safety processes are noted
2 Specify international transport security and safety requirements	2.1 Decisions and adjustments to security and safety equipment, facilities and services are made based on risk assessment in relation to benefits to the freight forwarding customer and the freight forwarding organisation 2.2 Transport security and safety plans including performance indicators are prepared in accordance with workplace and regulatory requirements, and circulated for feedback prior to implementation 2.3 Security and safety arrangements for international freight forwarding activities are documented, and implementation strategies are established as per the freight forwarding organisation's transport security and safety plans and transport security and safety regulations 2.4 Questions and feedback from stakeholders are responded to promptly and, where appropriate, incorporated in the plans
3 Implement transport security and safety plans and policies	3.1 Priorities for implementation are identified, and management and workplace personnel are informed 3.2 Competency needs for the work are identified, and staff allocated and/or trained and assessed to meet those needs 3.3 Equipment and facilities are allocated and/or obtained 3.4 Workplace personnel and equipment are organised to meet requirements ensuring that work loads are balanced and other workplace activities are met 3.5 Operating procedures and methods are explained to freight forwarding and security and safety personnel, and follow-up communication methods are used to ensure that freight transport and storage security and safety requirements are applied as per the transport security and safety security plans and policies 3.6 Advice is provided to customers on security and safety matters during international freight forwarding projects in accordance with the freight forwarding organisation's transport security and safety plans and policies 3.7 International freight transport security and safety plans, policies and procedures are implemented in the course of freight

ELEMENT

PERFORMANCE CRITERIA

forwarding duties and functions

ELEMENT

PERFORMANCE CRITERIA

4 Monitor and review system performance

- 4.1 Reports on security and safety incidents in international freight transport and related action are collated and categorised
- 4.2 Reports are compared to identify any trends in security and safety incidents and breaches
- 4.3 International freight transport security and safety policies and procedures are amended and trialled to improve performance

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, conventions, codes of practice and legislative requirements relevant to the planning and management of international freight transport security and safety procedures both within a freight forwarder's workplace and in other organisations in the international freight transport supply chain
- International and Australian transport security initiatives and regulations related to the importing, exporting and transiting of goods, including aviation and maritime security
- Licence and permit requirements relevant to international freight transport security and safety procedures
- Relevant Australian and international standards and certification requirements
- Definition of transport security in the context of the international freight transport supply chain
- The importance of security and safety in the international transport supply chain
- Security and safety programs and systems in the international freight transport supply chain
- Security and safety measures required when working as an international freight forwarder
- Definition of safety in the context of the international freight transport supply chain
- Safety in the international transport supply chain
- Requirements and procedures for the protection and well-being of employees/workers and other personnel in the transport supply chain
- Requirements and procedures for the protection of the environment
- Requirements and procedures for the protection against fire
- Procedures for the planning and management of international freight transport security and safety
- Problems that may occur during the planning and management of international freight transport security and safety, and action that can be taken to prevent or resolve the problems
- Risks and hazards related to the planning and management of international freight transport security and safety, and ways of controlling the risks involved

REQUIRED KNOWLEDGE AND SKILLS

- Business policies for security provision, including out-sourcing of components of operations and engaging additional resources
- Sources of information on security and safety in international freight transport
- 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
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when planning and managing international freight transport security and safety procedures, 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, operational data and regulatory requirements relevant to the planning and management of international freight transport security and safety procedures
- Complete documentation and records related to the planning and management of international freight transport security and safety
- Provide leadership and work collaboratively with others when planning and managing international freight transport security and safety procedures
- 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 planning and managing international freight transport security and safety procedures in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise systems and activities, and prioritise work
- Implement contingency plans for unplanned events including a breach of the security and safety procedures
- 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 apply appropriate technology, information systems and procedures
- Adapt to differences in 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:
 - assessing international freight transport security and safety risks
 - specifying international transport security and safety requirements
 - implementing transport security and safety plans and policies
 - monitoring and reviewing security and safety system performance

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

EVIDENCE GUIDE

- 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 transport includes:	• the importing of goods • the exporting of goods • the transiting of goods
Work may be undertaken:	• in various work environments in the international freight transport supply chain including the freight forwarding organisation
Operations may be conducted:	• by day or night • in any weather conditions
Worksite environment may involve:	• twenty-four hour operation • different time zones • single and multi-site location both in Australia and overseas • large, medium and small workplaces
Security services may be provided:	• by internal or contract staff • by other suitably qualified personnel in the supply chain such as in warehouses, distribution centres, seaports, airports, freight terminals, transit points, vessels, aircraft and road and rail vehicles
Security risks that may occur during an international freight forwarding project include but are not limited to:	• breaches of security (e.g. tampering with locks, packaging etc.) • theft and pilfering • fraud • terrorism • revolution • war
Safety risks that may occur during an international freight forwarding project include but are not limited to:	• transport accident • faulty packaging, loading or stowage of cargo • leaks of dangerous gases, powders, biological agents and liquids • incorrect handling of cargo • use of inappropriate or faulty cargo handling equipment

RANGE STATEMENT

- explosion or fire
- damage to the cargo
- natural disasters (e.g. flood, fire, storm, tsunami, earthquake etc.)
- injury to workers or members of the public arising from an accident during the handling or transport of the international freight

RANGE STATEMENT

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| Regular insurance assessments may include: | <ul style="list-style-type: none">• conditions of insurance• insurance assessment of premises• monitoring insurance requirements |
| Work organisation procedures and practices may include: | <ul style="list-style-type: none">• security procedures• safety procedures• freight forwarding procedures• financial/administrative procedures |
| Sources of information required to perform international freight forwarding functions may include: | <ul style="list-style-type: none">• 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. |
| Depending on the organisation concerned, workplace procedures may be called: | <ul style="list-style-type: none">• standard operating procedures (SOPs)• company procedures• enterprise procedures• organisational procedures• established procedures |
| Communication in the work area may include: | <ul style="list-style-type: none">• face-to-face conversation• telephone including fixed, mobile and IP phones• fax• email• electronic data transfer of information (EDI)• mail |
| Consultative processes may involve: | <ul style="list-style-type: none">• internal and contract security and safety staff• security and safety consultants• relevant authorities, government departments and institutions• police and emergency services• other employees and supervisors• management• industrial relations, security and safety (OH&S) specialists• other professional or technical staff |
| Information/documents may include but are not limited to: | <ul style="list-style-type: none">• Australian and international codes of practice, conventions and regulations relevant to the planning and management of international freight transport security and safety• documentation of physical protection facilities• workplace security and safety procedures and policies• insurance notes and information |

RANGE STATEMENT

- Applicable legislation and regulations may include:
- documentation of physical protection facilities
 - security and safety programs and related operations manuals
 - job specifications and procedures and induction documentation
 - supplier and/or client instructions
 - Australian and international standards, criteria and certification requirements
 - communications technology equipment and/or oral, aural or signed communications
 - emergency procedures
 - relevant competency standards and training materials
 - customer service and quality assurance standards and procedures
 - Australian and international regulations, conventions and codes of practice for the safe and secure international transport 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

O - Security