

# logical training

IMPROVING LIVES. IMPROVING BUSINESS

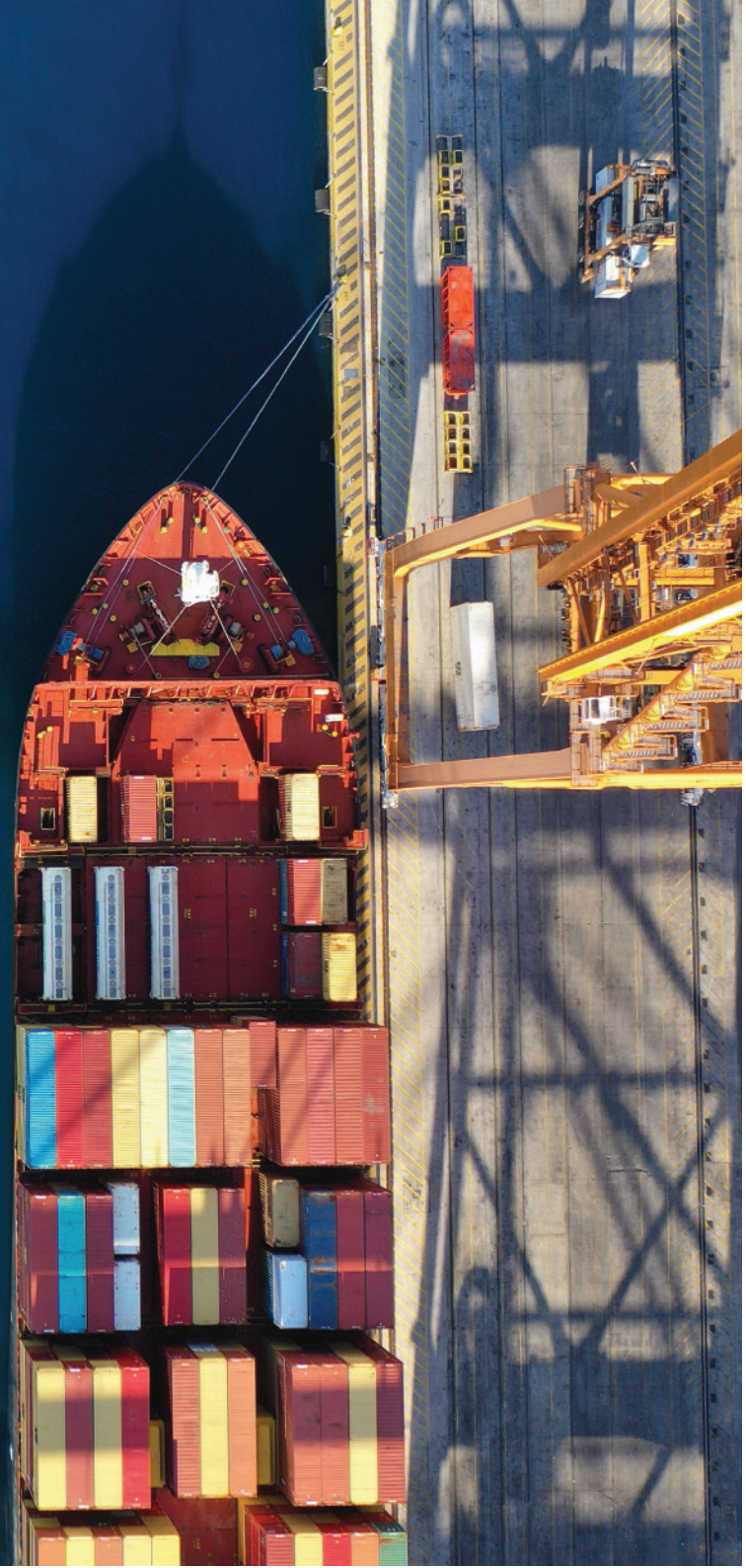


## International Freight Forwarding Specialist

■ LEVEL 3



BRITISH INTERNATIONAL  
FREIGHT ASSOCIATION





# WELCOME

**With over 30 years of experience, our team are passionate about delivering inspirational apprenticeships, which support high performance and develop capabilities.**

Our trainers are sector specific, combining many years of occupational experience at the highest level with exceptional, motivational teaching skills.

Our portfolio of apprenticeships are specially designed to drive performance, improve productivity and meet the ever changing development needs of a modern workforce.

Our programmes are flexibly delivered around the demands of your organisation through our suite of tutor-support, rich-media and online training methods.

logical training





## Programme Name

International Freight Forwarding Specialist

## Overview

After leave the EU, Freight Forwarding will change and transporting goods internationally will be very different and potentially more complicated. The volumes of paperwork, and complex processes will also increase, quickly becoming a critical risk for any business which isn't properly prepared.

Compliance and competence are key.

Even your most experienced staff will need new skills and capabilities to ensure your future success.

Our International Freight Forwarding Apprenticeship is specially designed for the freight industry and provides staff at all levels with the core knowledge they need to understand and make the most of opportunities in this quickly evolving sector.

Learners will also study one specialist pathway, either **Air, Road or Ocean** Freight. The choice of specialisation will be dependant on your business model and their role.

## Designed For

Those with responsibility for ensuring that their company and clients remain compliant with import and export laws and regulations.

Anyone carrying out work relating to customs procedures, classification of goods, modes of transport and relevant documentation.

Staff responsible for shipment bookings, liaison with carriers, ports and handling agents, transport requirements, sales quotations, invoicing, financial procedures and customs processes and regimes.



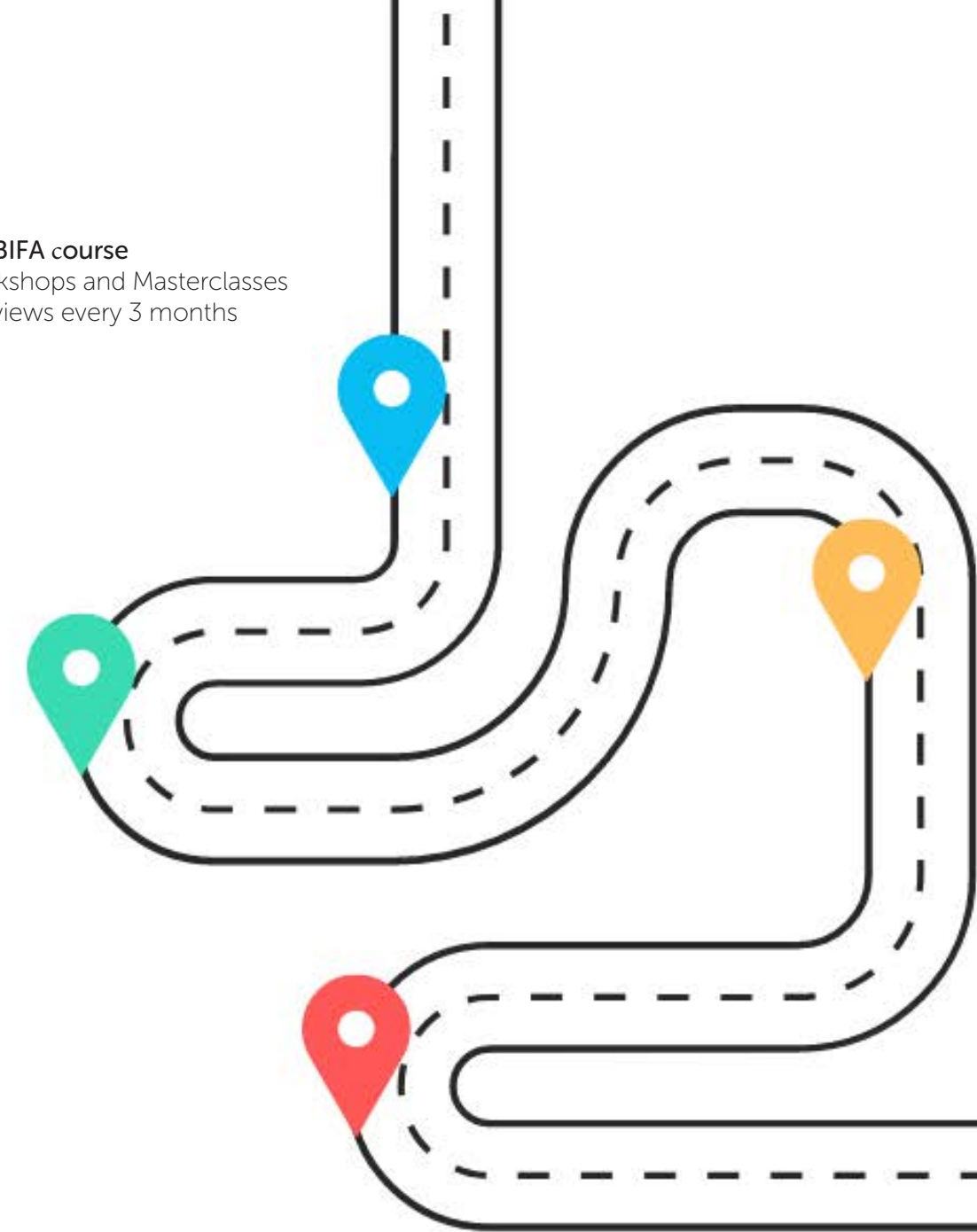
## PROGRAMME REQUIREMENTS

The recommended duration of the programme is 15 months. Entry requirements for this apprenticeship will be decided by each employer, but is typically five GCSEs at Grade C or higher.

## FEATURES AND BENEFITS

- Unique distance learning programme based on a virtual freight forwarding company
- Flexible, blended learning with a selection of modules to choose from
- **Integrated BIFA course**
- Freight Workshops and Masterclasses
- Progress reviews every 3 months

## YOUR APPRENTICESHIP JOURNEY



 Online workshop

 Progress review

 BIFA course



# PROGRAMME UNITS

The Apprenticeship consists of a number of core units within 3 categories: Knowledge, Skills and Behaviours. Learners will study all of the core units, before taking a specialist pathway in either **Air, Road or Ocean** Freight.

The following pages set out the core units and pathways.

## Core Knowledge Units

### CORE KNOWLEDGE: INTERNATIONAL FREIGHT MOVEMENT

Has a practical understanding of:

The commercial basis for the consolidation of goods being moved across the world and the purpose, function, structure and organisation of the freight forwarding industry.

World geography, political boundaries, time zones and travel times.

The principles underpinning the regulatory systems that apply to freight forwarding and the import and export of goods and the function of the key regulatory organisations.

The terms of international sales (Incoterms).

International freight documentation and cargo booking procedures.

The range and characteristics of road, ocean, and air transport and the determinants of their use in freight forwarding.

The role of freight forwarders in the selection of modes of transport as goods are moved around the world.

The importance of marine insurance and carrier's liability.

The classifications of hazardous goods and the restrictions applied to their movement.

The use of documentary letters of credit to reduce financial risk in international trade.

### CORE KNOWLEDGE: CUSTOMS PROCEDURES

Has a practical understanding of:

Has a practical understanding of:

The key features of international customs and excise regimes.

The differences in how goods are moved under the different customs controls that apply in the UK, the EU and internationally and the purpose, function and range of Customs Procedure Codes.

The entry, transit and exit procedures that apply to goods being imported and exported.

The key contents of the Integrated Tariff of the United Kingdom (UK Trade Tariff).

How to find out about the preferences/trade agreements that may apply in international trade.

### CORE KNOWLEDGE: BUSINESS FINANCE AND FREIGHT COSTING

Has a practical understanding of:

Business accountancy and taxation principles.

Commercial invoicing, including appreciation of foreign currencies.

Billing and accruals.

Pricing and spot-quoting.

Understand problem solving and decision making techniques, and how to analyse data to support decision making.

## CORE KNOWLEDGE: CUSTOMER SERVICE

Has a practical understanding of:

The importance of accurate and timely communication with customers both internally and externally to own organisation.

The importance of proactively monitoring shipments during all stages of the international door-to-door process, including the monitoring of departure/arrival times of bookings via trucks, vessels, flights, customs and transit delays in foreign countries and the impact of time zone differences.

The importance of communicating any delays (domestic or international) to the customer in a proactive manner, in line with their KPIs and giving them as much notice as possible to enable them to plan contingencies.

The principles of customer service, customer relationship management and complaint handling.

The economic importance of respecting business and social cultures in all aspects of international trading.

The business and social cultures of overseas countries with whom you trade, how these cultures differ from those of the UK and the impact this has on the style, content and timing of written and verbal communication with them.

## Core Skills Units

### CORE SKILLS: INTERNATIONAL FREIGHT MOVEMENT

Is able to:

Create international transit documentation.

Accurately enter data regarding goods being imported or exported into generic or bespoke ICT systems.

Rate shipments for specific modes of transport in line with Incoterms.

Book, plan and monitor international shipments - using manual or ICT systems - in accordance with the rules and regulations that apply to that area of the world and to the goods consigned.

### CORE SKILLS: CUSTOMS PROCEDURES

Is able to:

Prepare the Single Administrative Document (C88 in UK) for export (National Export System) and import declarations.

Use data systems to prepare and submit the information required by customs authorities as part of the management of the international movement of goods.

Produce accurate customs declarations & valuations.

Use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty and perform duty, VAT & excise calculations.

## CORE SKILLS: BUSINESS FINANCE AND FREIGHT COSTING

Is able to:

Produce freight costings and invoices in line with incoterms and relevant charges.

Deal with and understand the effects of currency conversion and exchange rate risks on pricing and invoicing calculations.

Apply costs and revenues and is aware of desired margins.

Prepare quotes for service.

## CORE SKILLS: CUSTOMER SERVICE

Is able to:

Demonstrate good sales/customer service skills.

Obtain the relevant information from systems, or know the right organisations/departments to contact to obtain the information.

Deliver high standards of customer service both on the telephone and face to face and use various forms of media effectively where necessary.

Demonstrate the use of both verbal and written communication that is appropriate to the business and social cultures of customers and their staff in the overseas countries with whom you trade.

## Core Behaviours

### CORE BEHAVIOURS: HAS DEVELOPED THE FOLLOWING BEHAVIOURS

These behaviours are integral to successful performance in the workplace:

Shows commercial acumen.

Is entrepreneurial.

Is proactive.

Highly organised, careful and diligent in data entry and written work.

Seeks to learn from experienced colleagues and team members.

Is open to feedback on work performance.

Seeks to build respect among colleagues and customers.

Demonstrates teamwork.

Communicates accurately and effectively with colleagues and customers.

Is a good listener.

## PATHWAYS

Choose one pathway, either Road, Ocean or Air Freight



### PATHWAY: ROAD FREIGHT

Has a practical understanding of:

The terminology used in international road freight services.

The purpose, function, structure and organisation of the international road freight industry and the role of key regulatory and trade organisations in international road freight.

Current trends in the international road freight market.

Regulation of driving hours and working times in the UK and internationally.

Documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.

The principles of load planning and vehicle/container loading.

Manual and ICT systems used to route and schedule vehicle movements.

Safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls.

Is able to:

Calculate road freight prices and create quotes for customers.

Allocate loads to vehicle types and advise on the efficient and safe loading of containers and vehicles.

Read tachograph data relating to driving hours and an appreciation of transit times within the EU.

Route and schedule international road transport shipments.

Complete all the relevant transport documentation required for the road freight industry and the operations of own organisation.





## PATHWAY: OCEAN FREIGHT

Has a practical understanding of:

The terminology and key documentation used in shipping lines, container services and ports authorities.

The purpose, function, structure and organisation of the ocean freight Industry and the role of key regulatory and trade organisations in world-wide shipping including port authorities.

Current trends in the international ocean freight market.

The organisation and operation of world-wide containerised shipping.

The purpose and usages of the different container types and their respective benefits

Documentation used in international ocean freight, including; bills of lading/sea waybills, export cargo shipping instructions.

Ocean shipment types and the basis for ocean freight pricing.

Is able to:

Calculate sea freight prices for both full container loads and less than full container loads and create quotes for customers.

Complete all the relevant transport documentation required for the ocean freight industry and the operations of own organisation.

## PATHWAY: AIR FREIGHT



Has a practical understanding of:

The terminology used in air freight services.

The purpose, function, structure and organisation of the air freight industry. The role of key regulatory and trade organisations in world-wide air freight, including airport authorities and handling agents.

Current trends in the international air freight market.

Documentation used in international air freight, including; invoices, air waybills, certificates of origin, Air Cargo Tariff and Rules (TACT) and OAG World Airways Guides.

The rules and regulations relating to aviation security.

Is able to:

Calculate air freight prices and create quotes for customers.

Complete all the relevant transport documentation required for the air freight industry and the operations of own organisation.

