

International Freight Forwarding Specialist Apprenticeship



Level 3

The processing of international trade documentation is vital to the UK economy and the demand for international trade skills is forecast to rise. Freight forwarders implement these key processes. The sector deals with complex customs legislation and needs to demonstrate competence in compliance with customs controls and procedures. Clients require their international supply chain to be fully secure, efficient and compliant.

International freight forwarding specialists ensure that their company and clients remain compliant with import and export laws and regulations. They understand customs rules, regulations and terms of trade, and know when to escalate issues. They have skills around customs procedures, classification of goods, modes of transport and relevant paper and electronic documentation.

They are responsible for shipment bookings, liaison with carriers, ports and handling agents, transport requirements, sales quotations, invoicing, financial procedures and customs processes and regimes. Clients must be kept informed of progress and this requires skills and behaviours in customer service linked to an appreciation of international cultures and different working practices.

Entry

Employers will set their own entry requirements, but it is expected that the apprentice will be working in a role that will enable them to cover the range of skills within the standard.

Duration

The minimum duration for the apprenticeship is 18 months.

Progression

Progression from this apprenticeship could be into senior duties or management positions.

Functional Skills

If the employee does not have maths and English GCSE passes at Grade C or above, they will need to pass maths and English Functional Skills Level 2 prior to the end assessment.

LSA Professional Coaches

Each apprentice will be assigned a designated coach by the LSA who will visit them and their line manager at their workplace throughout the apprenticeship. The LSA coach will be in contact with the apprentice to support, mentor, review and plan progress throughout the apprenticeship.

End Assessment

The end point assessment will commence when the employer, apprentice and LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard.

Details of the assessment process can be found on the back page.

Contact us for more information.

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| | Knowledge and Understanding | Skills | Behaviours |
|--------------------------------------|--|---|---|
| International Freight Movement | <p>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.</p> <p>World geography, political boundaries, time zones and travel times.</p> <p>The principles underpinning regulatory systems that apply to freight forwarding and the import and export of goods and the function of the key regulatory organisations.</p> <p>The terms of international sales (Incoterms).</p> <p>International freight documentation and cargo booking procedures.</p> <p>The range and characteristics of road, ocean, and air transport and the determinants of their use in freight forwarding.</p> <p>The role of freight forwarders in the selection of modes of transport as goods are moved around the world.</p> <p>The importance of marine insurance and carrier's liability.</p> <p>The classifications of hazardous goods and the restrictions applied to their movement.</p> <p>The use of documentary letters of credit to reduce financial risk in international trade.</p> | <p>Create international transit documentation.</p> <p>Accurately enter data regarding goods being imported or exported into generic or bespoke ICT systems.</p> <p>Rate shipments for specific modes of transport in line with Incoterms.</p> <p>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.</p> | <p>Shows commercial acumen.</p> <p>Is entrepreneurial and proactive.</p> <p>Highly organised, careful and diligent in data entry and written work.</p> <p>Seeks to learn from experienced colleagues and team members.</p> <p>Is open to feedback on work performance.</p> <p>Seeks to build respect among colleagues and customers.</p> <p>Demonstrates teamwork.</p> <p>Communicates accurately and effectively with colleagues and customers.</p> <p>Is a good listener.</p> |
| Customs Procedures | <p>The key features of international customs and excise regimes.</p> <p>Differences in how goods are moved under different customs controls that apply in the UK, the EU and internationally and the purpose, function and range of Customs Procedure Codes.</p> <p>Entry, transit and exit procedures that apply to goods being imported and exported.</p> <p>The key contents of the Integrated Tariff of the United Kingdom (UK Trade Tariff)</p> <p>How to find out about the preferences and trade agreements that may apply in international trade.</p> | <p>Prepare the Single Administrative Document (C88 in UK) for export (National Export System) and import declarations.</p> <p>Use data systems to prepare and submit information required by customs authorities as part of the management of the international movement of goods.</p> <p>Produce accurate customs declarations and valuations.</p> <p>Use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty and perform duty, VAT and excise calculations.</p> | |
| Business Finance and Freight Costing | <p>Business accountancy and taxation principles.</p> <p>Commercial invoicing and billing, accruals.</p> <p>Pricing and spot-quoting.</p> | <p>Produce freight costings and invoices in line with incoterms and relevant charges.</p> <p>Deal with the effects of currency conversion on pricing and invoicing calculations.</p> <p>Apply costs and revenues and be aware of desired margins.</p> <p>Prepare quotes for service.</p> | |
| Customer Service | <p>The importance of accurate and timely communication with customers both internally and externally to the organisation.</p> <p>The principles of customer service, customer relationship management and complaint handling.</p> | <p>Demonstrate good sales and customer service skills.</p> <p>Deliver high standards of customer service both on the telephone and face to face and use various forms of media effectively where necessary.</p> | |

Standard

International freight forwarding specialists must have the following specialist skills, knowledge and behaviour.

| | Knowledge and Understanding | Skills |
|-------------------------------------|---|--|
| PATHWAY 1: Air Freight | <p>Terminology used in air freight services.</p> <p>Purpose, function, structure and organisation of the air freight industry and the role of key regulatory and trade organisations in world-wide air freight, including airport authorities and handling agents.</p> <p>Current trends in the international air freight market.</p> <p>Documentation used in international air freight, including invoices, air waybills, certificates of origin, Air Cargo Tariff and Rules (TACT) and OAG World Airways Guides.</p> <p>The rules and regulations relating to aviation security.</p> | <p>Calculate air freight prices and create quotes for customers.</p> <p>Complete all relevant transport documentation required for the air freight industry and the operations of own organisation.</p> |
| PATHWAY 2: Ocean Freight | <p>Terminology and key documentation used in shipping lines, container services and ports authorities.</p> <p>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.</p> <p>Current trends in the international ocean freight market.</p> <p>Organisation and operation of world-wide containerised shipping.</p> <p>Purpose and usages of the different container types and their respective benefits</p> <p>Documentation used in international ocean freight, including; bills of lading/sea waybills, export cargo shipping instructions.</p> <p>Ocean shipment types and the basis for ocean freight pricing.</p> | <p>Calculate sea freight prices for both full container loads and less than full container loads and create quotes for customers.</p> <p>Complete all relevant transport documentation required for the ocean freight industry and the operations of own organisation.</p> |
| PATHWAY 3: Road Freight | <p>Terminology used in international road freight services.</p> <p>Purpose, function, structure and organisation of the international road freight Industry and the role of key regulatory and trade organisations in international road freight.</p> <p>Current trends in the international road freight market.</p> <p>Regulation of driving hours and working times in the UK and internationally.</p> <p>Documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.</p> <p>Principles of load planning and vehicle/container loading.</p> <p>Manual and ICT systems used to route and schedule vehicle movements.</p> <p>Safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls.</p> | <p>Calculate road freight prices and create quotes for customers.</p> <p>Allocate loads to vehicle types and advise on the efficient and safe loading of containers and vehicles.</p> <p>Read tachograph data relating to driving hours and have an appreciation of transit times within the EU.</p> <p>Route and schedule international road transport shipments.</p> <p>Complete all relevant transport documentation required for the road freight industry and the operations of own organisation.</p> |

Independent End Point Assessment

The end point assessment will only commence once the employer, apprentice and the LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on programme progression review meetings.

The independent end assessment ensures that all apprentices consistently achieve the industry set progression standard that has been defined by employers. It can commence at any point once the apprentice is competent after the 18 month minimum period of learning and development. Prior to end point assessment the functional skills in maths and English components of the apprenticeship must be successfully completed.

Summary of Independent End Point Assessment process

The apprentice will be assessed to the apprentice standard using 3 assessment methods. The assessment is synoptic, i.e. it takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:

| Assessment activity | Format | Details |
|--|---|--|
| On demand knowledge and behaviour test | Short answer and scenario based test, approximately 1 hour | <ul style="list-style-type: none">• Can be undertaken either on the employer's premises or off site• Externally set and marked automatically by the assessment organisation |
| Practical observation | Approximately two 1.5 hour practical observations based on 8 scenarios | |
| Professional discussion | Based on performance evidence generated within the international freight forwarding specialist portfolio that is compiled during the apprenticeship | <ul style="list-style-type: none">• Not graded, either achieved or not |

All 3 parts of the standard are equally weighted.

Completion

The independent end assessor confirm that each assessment element has been completed. The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance across each assessment activity. In order to pass, the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment this should be retaken as soon as the apprentice is ready and when practical for the business.

For more information on the grading criteria refer to the apprenticeships standard assessment plan:
findapprenticeshiptraining.sfa.bis.gov.uk

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Contact us for more information.

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