



Australian  
Industry and  
Skills Committee

# TLI CUSTOMS BROKING PROJECT

Case for Change

Name of allocated IRC(s): Transport & Logistics IRC  
Name of the SSO: Australian Industry Standards Limited

## 1. Administrative information

*For a list of the products proposed to be reviewed as part of this project, please see Attachment A.*

Name of IRC:	Transport & Logistics IRC
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Name of SSO:	Australian Industry Standards Limited
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### 1.1 Name and code of Training Package(s) examined to determine change is required

TLI Transport & Logistics Training Package

## 2. The Case for Change

*For information on the job roles to be supported through the proposed qualifications updates, enrolments data, completion rates, and the number of RTOs delivering these qualifications please see Attachment B.*

### 2.1 Rationale for change

This Case for Change is in response to a request from Custom brokers in Australia to align licensed customs brokers' skills and knowledge requirements with regulatory requirements, blockchain and data analytics to enhance the resilience of the supply chain. This project will align the Diploma of Customs Broking and associated Skill Set and Units of Competency with updated regulatory requirements (Customs Act 1901), technology changes, and current industry practice.

Licensed by the Australian Border Force to act on the behalf of importers and exporters, customs brokers play a crucial role in ensuring goods entering or leaving Australia are correctly documented and compliant. This protects the community from dangerous goods and safeguards Commonwealth revenue.

Customs brokers act on behalf of the importer or exporters to facilitate customs clearance. This entails ensuring all goods are declared accurately, preparing relevant documentation, identifying appropriate tariff classifications, managing quarantine processes and import declarations are lodged electronically.

If this review is not completed, the qualification will not be aligned with regulations, technology, or current industry practice associated with the role of a licensed customs broker, thereby limiting the development of licensed customs brokers.

### 2.2 Evidence for change

The Transport & Logistics IRC conducted industry research, held discussions with customs brokers, the Department of Agriculture (regulator) and conducted an industry consultation webinar. The IRC identified that, given Australian reliance on imports and exports of products, it is critical that the pathway to becoming a Customs broker is aligned with industry standards. To become a Customs broker, individuals must undertake the Diploma of Customs Broking qualification, making it essential that it is current and aligned to the regulatory requirements in the Customs Act. Industry is also working towards introducing new digital technologies to help monitor consignments, enhance service delivery and improve safety outcomes.

The Diploma of Customs Broking and associated Units of Competency total enrolments over the last four years (2015 to 2019) was 2,035 learners.

### 2.3 Consideration of existing products

This Case for Change is proposing to review and update a qualification and existing units in the TLI training package to address suitability and occupational outcomes in line with a licensed customs broker job role and regulatory requirements. Given the specific requirements of a Customs Brokers role no other units have been identified as suitable. No new products are identified for development in this project.

#### 2.4 Approach to streamlining and rationalisation of the training products being reviewed

Given the specialised nature of a licensed customs broker job role, this sector of industry requires the existing qualification to be specific to their occupational needs. Therefore, this project will review Diploma of Customs Broking qualification and rationalise associated TLI Units of Competency, deleting superfluous units where possible. The IRC has identified the existing Units of Competency for review and not the development of new units. The project will consider streamlining qualifications. The IRC will ensure the outcomes are relevant and incorporated into existing units or elements added to existing TLI units.

### 3. Stakeholder consultation

#### 3.1 Stakeholder consultation undertaken in the development of Case for Change

*For a full list of industry-specific stakeholders that actively participated in the stakeholder consultation process undertaken to develop the Case for Change, please see **Attachment C**.*

The initial request for this revision was from customs brokers, freight forwarding operators and training providers who are not represented on the T&L IRC. This request was also supported by the regulator and IRC.

Development of the Case for Change involved consultation with stakeholders via the following communication mechanisms:

- Stakeholder webinars
- Face to Face and Virtual meetings
- AIS Website and Engagement Hub
- Stakeholder networks
- Teleconferences
- Emails

This work was outlined during a webinar which included representatives from States/Territories and regional areas of those jurisdictions. Feedback on the proposed work was invited during the webinar.

The work was posted on the Engagement Hub of the AIS website and feedback invited.

Stakeholders have had the opportunity to provide feedback through the Transport and Logistics webinar, or in writing through the Engagement Hub, was provided to over 2000 Transport and Logistics stakeholder subscribers including industry representatives from across the states/territories in rural, regional and remote areas.

The methods of consultation available facilitated consultation for licenced customs brokers and freight forwarding operators operate across all states and territories in Australia.

#### 3.2 Evidence of Industry Support

*For a list of the issues raised by stakeholders during consultation and the IRC's response to these, please see **Attachment D**.*

To date there have been no objections or negative feedback on the review of this qualification from the industry during the consultation process or through the webinars. The proposed work was also detailed on the Engagement Hub of the AIS website for stakeholders to review and provide feedback, and no issues were raised in response.

The proposed TLI qualification review is supported by customs brokers and the freight forwarding sector and is supported by T&L IRC.

Please see Attachment D.

### 3.3 Proposed stakeholder consultation strategy for project

*Note: For a full list of industry-specific stakeholders who are planned to be contacted to participate in the stakeholder consultation process undertaken for this project, please see **Attachment E**.*

Key customs brokers stakeholders have been identified in consultation with industry regulators, associations, and the T&L IRC

AIS, on behalf of the T&L IRC, will promote the opportunity to contribute through stakeholder webinars, the AIS website, EDM's, AIS newsletter and public notifications. Stakeholders will also be notified of key milestones throughout the life of the project, including requests for feedback on draft materials.

Stakeholder engagement and consultation will occur over the life of the project via a combination of the following methods:

- Direct engagement: Face to face consultations, Site visits, Phone, emails, video/teleconferencing meetings
- Industry forums and conferences
- Webinars
- Online feedback mechanisms
- STA direct engagement

Given the size of Australia and all stakeholders are not centrally located in major cities, a range of consultation strategies will be used so stakeholders in rural, regional and remote areas, and in smaller jurisdictions have multiple avenues to provide feedback.

This includes but is not limited to, online/video consultation, email correspondence and promotional activity via targeted communications including social media. A recently developed Engagement hub on the AIS website provides a one stop portal for information about how all stakeholders can participate and inform Training Package development work.

## 4. Licencing or regulatory linkages

This qualification is one of the requirements to become a licenced Customs Broker

The Customs Act 1901 (Customs Act) provides that only the owner of goods or a customs broker licensed by the Comptroller-General of Customs for the Department of Home Affairs can submit an import declaration to enter goods for home consumption in connection with the importation of those goods.

## 5. Project implementation

### 5.1 Prioritisation category

It is proposed that this update be progressed as a routine project. In line with the AISC Prioritisation Report and to coordinate the release of updated products, the IRC recommends a routine update and implementation of this project. The Diploma of Customs Broking has not been reviewed since 2016.

## 5.2 Project milestones

- **Key project milestones include:**

- *AISC project approval – June 2021*
- *Draft 1 consultation – December 2021*
- *Stakeholder validation – February 2022*
- *Quality Assurance – April/May 2022*
- *Final consultation with States and Territories – June 2022*
- *CfE submitted for approval – 30 June 2022.*

## 5.3 Delivery or implementation issues

Any implementation issues identified by stakeholders through the review will be addressed in the review and implementation advice for the revised Qualifications and Units of Competency will be provided in the updated Companion Volume Implementation Guide.

## 6. Implementing the Skills Minister's Priority reforms for Training Packages (2015 and October 2020)

- The project submission will support industry's expectations for training delivery and provide a revised Companion Volume Implementation Guide (CVIG) to support delivery of the revised products.
- The qualification will be reviewed to ensure it is applicable to roles related to customs broker duties in each State and Territory of Australia. The qualification and associated units of competency are technical and relate to this specific role. This revision will also enable specialists to move between States and Territories.
- The qualification and associated Units of Competency are only used in customs broker contexts and are required for customs brokers to become licenced.
- This review is not developing any new Skill Sets but will review one existing Skill Set and determine any need for an additional Skill Set as part of this revision project.

This Case for Change was agreed to by the Transport and Logistics IRC

Name of Chair

Mark McKenzie

Signature of Chair

Date


## Attachment A: Training Package components to change

Australian Industry Standards Limited

Contact details: David Dixon - Chief Operating Officer

Date submitted: TBA

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
3	Customs Broking - Review	Unit	TLIA5035Y	Manage international freight transfer	19/Oct/2015 - Transition	Update
3	Customs Broking - Review	Unit	TLII0001Y	Market international freight forwarding services	29/Feb/2016 - Establishment	Update
3	Customs Broking - Review	Unit	TLIL5063Y	Review contracts, insurance, risk and liability in an international freight forwarding context	12/Jun/2020 - Review	Update
3	Customs Broking - Review	Unit	TLIP5025Y	Set and achieve budgets	19/Oct/2015 - Transition	Update
3	Customs Broking - Review	Unit	TLIX0001Y	Determine tariff classification of goods	12/Jun/2020 - Review	Update
3	Customs Broking - Review	Unit	TLIX0002Y	Initiate cargo border procedures	29/Feb/2016 - Transition	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
3	Customs Broking - Review	Unit	TLIX0003Y	Conduct advanced border clearance functions	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX4036Y	Analyse, advise on and carry out integrated border clearance transactions	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5046Y	Carry out standard customs clearance practices	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5047Y	Determine customs value	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5048Y	Determine import/export prohibitions/restrictions	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5049Y	Determine indirect taxes	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5050Y	Determine origin of goods and apply preference schemes or free trade agreements	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5052Y	Determine complex customs value	29/Feb/2016 - Transition	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
3	Customs Broking - Review	Unit	TLIX5053Y	Determine tariff classification for complex goods	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5055Y	Apply anti-dumping and countervailing measures	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5056Y	Carry out additional customs clearance practices	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Unit	TLIX5058Y	Review decisions of regulatory bodies	29/Feb/2016 - Transition	Update
3	Customs Broking - Review	Qualification	TLI50816Y	Diploma of Customs Broking	12/Jun/2020 - Review	Update
3	Customs Broking - Review	Qualification	TLI40219Y	Certificate IV in International Freight Forwarding (Senior Operator)	12/Jun/2020 - Review	Update
3	Customs Broking - Review	Qualification	TLI50119Y	Diploma of International Freight Forwarding	12/Jun/2020 - Review	Update
3	Customs Broking - Review	Qualification	TLI50219Y	Diploma of Logistics	12/Jun/2020 - Review	Update

## Attachment B: Job role, enrolment information, the number of RTOs currently delivering these qualifications

Please set out the job roles to be supported through the updated qualifications, enrolment data over the past three years in which data is available for each qualification, completion rates for each qualification, and the number of RTOs delivering these qualifications.

Job role	Qualification to be updated to support the job role	Enrolment data (for the past three years)	Completion rates (for the past three years)	Number of RTOs delivering (for the past three years)
	TLIA5035Y Manage international freight transfer	603	325	34
	TLII0001Y Market international freight forwarding services	54	46	5
	TLIL5063Y Review contracts, insurance, risk and liability in an international freight forwarding context	113	78	4
	TLIP5025Y Set and achieve budgets	311	150	33
	TLIX0001Y Determine tariff classification of goods	427	269	4
	TLIX0002Y Initiate cargo border procedures	608	464	4

	TLIX0003Y Conduct advanced border clearance functions	381	293	4
	TLIX4036Y Analyse, advise on and carry out integrated border clearance transactions	360	162	4
	TLIX5046Y Carry out standard customs clearance practices	417	295	4
	TLIX5047Y Determine customs value	434	260	4
	TLIX5048Y Determine import/export prohibitions/restrictions	370	202	4
	TLIX5049Y Determine indirect taxes	402	252	4
	TLIX5050Y Determine origin of goods and apply preference schemes or free trade agreements	388	195	4
	TLIX5052Y Determine complex customs value	364	198	4
	TLIX5053Y Determine tariff classification for complex goods	348	199	4
	TLIX5055Y Apply anti-dumping and countervailing measures	363	217	4

	TLIX5056Y Carry out additional customs clearance practices	363	220	4
	TLIX5058Y Review decisions of regulatory bodies	344	174	4
591212, Import-Export Clerk	TLI50816Y Diploma of Customs Broking	1180	138	4
591211, Despatching And Receiving Clerk	TLI40219Y Certificate IV in International Freight Forwarding (Senior Operator)	96	62	3
591212, Import-Export Clerk	TLI50119Y Diploma of International Freight Forwarding	269	66	2
133611, Supply And Distribution Manager	TLI50219Y Diploma of Logistics	5355	1036	30

## **Attachment C: List of stakeholders that actively participated in the consultation process of the Case for Change**

Active participation has included 41 stakeholders from the following organisations across all states and territories within Australia:

- Industry Reference Committee (IRC) Representatives
- Employers (Non-IRC)
- Peak Industry Bodies
- Unions
- Regulators
- RTOs
- Other/Consultants

### Attachment D: Issues Raised by Stakeholders during consultation on the development of the Case for Change

Stakeholder Type	Issues Raised	IRC's Response to Issues Raised
<b>Industry Reference Committee (IRC) Representatives</b>	There were no issues raised at this time	Nil
<b>Peak Industry Bodies</b>	There were no issues raised at this time	Nil
<b>Employers (Non-IRC)</b>	There were no issues raised at this time	Nil
<b>Regulators</b>	There were no issues raised at this time	Nil
<b>Registered Training Organisations (RTOs)</b>	There were no issues raised at this time	Nil
<b>Training Boards/Other</b>	There were no issues raised at this time	Nil
<b>State and Territory Training Authorities (STAs)</b>	There were no issues raised at this time	Nil
<b>Unions</b>	There were no issues raised at this time	Nil

## **Attachment E: List of stakeholders to be contacted as part of the development of the Case for Endorsement**

The Case for Endorsement development will involve contacting relevant stakeholders from the following organisations across all states and territories within Australia:

- Industry Reference Committee (IRC) Representatives
- Australian Defence College
- Employers (Non-IRC)
- Unions
- Regulators
- State Training Authorities
- RTOs
- Other/Consultants