

# **TLII0001 Market international freight forwarding services**

## **Modification History**

**Release 2.** This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor statement changes in Performance Criteria
- Minor statement changes in Performance Evidence
- Minor statement changes in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

**Release 1.** This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## **Application**

This unit involves the skills and knowledge required to market international freight forwarding services to customers as part of a senior operator job role.

It involves recognising and acting on opportunities to market services, maintaining contact and building relationships with customers, and forwarding customer contacts on to the sales department.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## **Pre-requisite Unit**

Not applicable.

## **Competency Field**

I – Customer Service

## **Unit Sector**

Not applicable.

## **Elements and Performance Criteria**

### **ELEMENTS**

### **PERFORMANCE CRITERIA**

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

**1 Recognise opportunities to market enterprise services to customers**

- 1.1** Services available for on-selling from the enterprise are identified
- 1.2** Technical specifications and application of services are identified
- 1.3** Applicability of services are matched to customer/customer group particular requirements
- 1.4** Features of international freight forwarding services are explained in relation to current customer requirements
- 1.5** Potential associated requirements of information are explained
- 1.6** Customers are referred to relevant personnel or enterprise services, if required

**2 Establish and maintain contact with customers**

- 2.1** Communication with customers is established and maintained to develop a business relationship
- 2.2** Customers are informed of the full range of business services
- 2.3** Follow-up contacts with customers are made on customer request and in accordance with workplace procedures

**3 Recognise special requirements and refer to appropriate area**

- 3.1** Special requirements are identified and discussed with customers
- 3.2** Features of special services required, as a result of customer requests are explained
- 3.3** Specialised freight customers are referred to relevant personnel or enterprise services as needed
- 3.4** Customers are referred to the sales department as appropriate

## **Foundation Skills**

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## **Range of Conditions**

Range is restricted to essential operating conditions and any other variables essential to the work environment.

## **Unit Mapping Information**

This is a new unit.

## **Links**

TLI Transport and Logistics Training Package Companion Volume Implementation Guide at:  
[sector webpage link here]

# Assessment Requirements for TLII0001 Market international freight forwarding services

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## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- communicating effectively and working collaboratively with others when marketing services to customers
- completing relevant documentation
- identifying and recording potential improvements to services
- negotiating effectively with customers and others
- promptly reporting and/or rectifying identified problems
- responding appropriately to cultural differences in the workplace.

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- functions of relevant workplace departments and personnel
- marketing systems, operations and resources
- relevant regulatory requirements
- strategies to implement continuous improvement processes
- types of problems that can occur and appropriate actions that can be taken
- workplace protocols and procedures for marketing services to customers.

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

## Links

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