

MODERN APPRENTICESHIP TRAINING SCHEDULE
FREIGHT FORWARDING

NZQA Refs: 1243 & 1244	Credits Required: 136-203	Duration: 24 months
Qualification versions: 1	Training Schedule Version 1	Level: 3-4

PART ONE - COMPULSORY

✓	Unit Id No.	Unit Standard Title	Level	Credit
<input type="checkbox"/>	112	Produce information using word processing functions	3	5
<input type="checkbox"/>	376	Employ customer service techniques for differing customer behaviours in a given situation	3	2
<input type="checkbox"/>	414	Demonstrate knowledge of a distribution environment	2	4
<input type="checkbox"/>	415	Apply health and safety practices in a distribution facility	3	8
<input type="checkbox"/>	2785	Create a computer spreadsheet to provide a solution for organisation use	3	5
<input type="checkbox"/>	2964	Identify and comply with Customs regulations for import and export products	4	5
<input type="checkbox"/>	3491	Write a report	3	4
<input type="checkbox"/>	9696	Apply problem solving strategies	4	4
<input type="checkbox"/>	9705	Give and receive feedback	3	3
<input type="checkbox"/>	11095	Write business correspondence to convey complex ideas and information	4	3
<input type="checkbox"/>	11101	Participate in groups and/or teams to recommend solutions to problems	4	3
<input type="checkbox"/>	11939	Respond to customers' complaints by telephone in a retail or distribution environment	3	3
<input type="checkbox"/>	11963	Dispatch goods in a retail or distribution environment	2	4
<input type="checkbox"/>	11977	Plan and coordinate manual picking and collation of customer orders in a distribution facility	4	4
<input type="checkbox"/>	11984	Maintain quality of individual goods in a distribution facility	3	3
<input type="checkbox"/>	13240	Optimise cargo outturn in terms of condition	5	5
<input type="checkbox"/>	13251	Demonstrate knowledge of the International Commerce Terms (INCO TERMS) for an international sale	4	4
<input type="checkbox"/>	13252	Demonstrate knowledge of methods of payments for an international trade	3	6
<input type="checkbox"/>	13266	Pursue a transport insurance claim	4	5
<input type="checkbox"/>	13270	Manage a claim for loss of or damage to a consignment	4	6
<input type="checkbox"/>	17497	Lead a team or group to complete routine tasks within set timeframes	3	4
<input type="checkbox"/>	17591	Demonstrate knowledge of the prevention and management of OOS in the workplace	3	5
<input type="checkbox"/>	18235	Demonstrate knowledge of International Air Transport Association (IATA) world geography	3	4

<input type="checkbox"/>	19582	Receive inward goods in a distribution facility	3	4
<input type="checkbox"/>	21803	Demonstrate knowledge of the international freight forwarding industry	3	6
<input type="checkbox"/>	21804	Demonstrate knowledge of authorities and legislation relating to international freight forwarding	3	4
<input type="checkbox"/>	21805	Select, cost, and recommend an international transport service and route for given consignments	3	6
<input type="checkbox"/>	21806	Process import documentation that governs the carriage of international goods	3	5
<input type="checkbox"/>	22711	Apply occupational health and safety requirements in the road transport and logistics industry	4	4
			Total Credits	128

PART TWO – ELECTIVE

Complete Set A or Set B.

SET A

✓	Unit Id No.	Unit Standard Title	Level	Credit
<input type="checkbox"/>	21807	Process export documentation that governs the carriage of international goods by sea	4	5
<input type="checkbox"/>	21809	Prepare for freight forwarding of dangerous goods by sea	3	3
			Total Credits	8

SET B

✓	Unit Id No.	Unit Standard Title	Level	Credit
<input type="checkbox"/>	21808	Process export documentation that governs the carriage of international goods by air	4	7
<input type="checkbox"/>	21810	Prepare for freight forwarding of dangerous goods by air	4	6
			Total Credits	13

PART THREE – OPTIONAL

✓	Unit Id No.	Unit Standard Title	Level	Credit
<input type="checkbox"/>	108	Apply language and text processing skills to produce business documents	3	5
<input type="checkbox"/>	2963	Identify New Zealand and international laws of trade	4	5
<input type="checkbox"/>	17602	Apply hazard identification and risk assessment procedures in the workplace	3	4
<input type="checkbox"/>	16905	Record and process international air express complaints and/or claims	4	12
<input type="checkbox"/>	16915	Check and record international air express freight status	4	6
<input type="checkbox"/>	13250	Prepare and cost a proposal for the door to door delivery of international freight	5	6
<input type="checkbox"/>	11815	Answer customer enquiries on the telephone in a wide range of contexts	3	4
<input type="checkbox"/>	11816	Answer customer enquiries by mail, facsimile, and/or email in a wide range of contexts	3	4
<input type="checkbox"/>	13237	Demonstrate knowledge of New Zealand and global trade patterns	3	3
<input type="checkbox"/>	16919	Sort and prepare international air express freight for delivery	3	2

<input type="checkbox"/>	16923	Reconcile cash for international air express ground operations	4	2
<input type="checkbox"/>	16907	Check international air express manifest and process reconciliation	3	4
<input type="checkbox"/>	16902	Process international air express special service requests	4	5
			Total Credits	0-62