

Highfield Level 3 End-Point Assessment for ST0539 International Freight Forwarding Specialist

Mock Assessment Materials

Professional Discussion

Core assessment criteria

International Freight Movement		
Ref	Assessment Criteria	Achieved
IFM1	Outlines the structure and organisation of the freight forwarding industry. Uses technical terms to describe trade processes	
IFM2	Outlines international freight documentation and cargo booking procedures. Uses correct technical terms to describe trade processes	
IFM3	Outlines the use of documentary letters in international trade	
IFM4	Provides one example of completed international transit documentation	
Assessment Criteria (Distinction)		
IFM5	Describes the structure and organisation of the freight forwarding industry. Uses correct and context-appropriate technical terms to describe trade processes	
IFM6	Describes international freight documentation and cargo booking procedures. Uses correct and context-appropriate technical terms to describe trade processes	
IFM7	Explains the process in which documentary letters are used in international trade	
IFM8	Provides evidence of various forms of completed international transit documentation	

Customs Procedure		
Ref	Assessment Criteria	Achieved
CP1	Outlines the differences between UK, EU and international customs procedures. Correctly describes the nature of customs procedure codes. Uses technical terms to describe trade processes	
CP2	Outlines how to use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty. Outlines how to perform duty, VAT & excise calculations	
Assessment Criteria (Distinction)		
CP3	Explains all key differences between UK, EU and international customs procedures. Gives examples of customs procedure codes. Uses appropriate technical terms to describe trade processes	
CP4	Explains with specific examples how to use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty. Explains with specific examples how to perform duty, VAT & excise calculations	

Business Finance & Freight Costings		
Ref	Assessment Criteria	Achieved
BF1	Outlines business accountancy and taxation principles. Answers show understanding of the importance of accurate invoicing, billing and accruals when operating systems	
BF2	Showcase material outlines how pricing and spot-quoting are used in international trade. Gives an example of the commercial benefits of spot-quoting	
BF3	Outlines how to deal with the effects of currency conversion on pricing and invoicing calculations	
BF4	Outlines how to apply costs and revenues and explains the principles of desired margins	
BF5	Provides one example of a quote for service and states its purpose	
Assessment Criteria (Distinction)		
BF6	Describes specific business accountancy and taxation principles. Explains the importance of accurate invoicing, billing and accruals when operating systems	
BF7	Showcase material gives examples of how pricing and spot-quoting are used in international trade. Gives examples of the commercial benefits of spot-quoting	
BF8	Explains with specific examples how to deal with the effects of currency conversion on pricing and invoicing calculations	
BF9	Explains with specific examples how to apply costs and revenues and states desired margins in own organisation	
BF10	Provides various examples of quotes for service and explains their purpose	

Customer Service		
Ref	Assessment Criteria	Achieved
CS1	States the importance of accurate and timely communication with customers both internally and externally to own organisation. Gives an example of the application of one of the principles of customer service or customer relationship management or complaint handling	
CS2	Shows an appreciation of the importance of positive relationships with clients and customers. Can explain how these impact on service quality and resolving problems	
Assessment Criteria (Distinction)		
CS3	Explains why accurate and timely communication is important, whether with customers both internally and externally to own organisation. Gives various examples of the application of the principles of customer service, customer relationship management and complaint handling	
CS4	Provides evidence from their own job role of the importance of positive relationships with clients and customers and the impact this has on service quality and resolving problems	

Behaviours		
Ref	Assessment Criteria	Achieved
CB7	Shows an appreciation of the importance of learning from colleagues and peers	
CB8	Performance in the PD demonstrates that they are attentive in listening to others	
Assessment Criteria (Distinction)		
CB9	Provides evidence from their own job role of the importance of learning from colleagues and peers	
CB10	Performance in the PD demonstrates that they listen to others and seek clarity when they have not understood questions or comments put to them	

Pathways – one to be completed

Air Freight

Ref	Assessment Criteria	Achieved
AF1	Outlines the purpose, function, structure and organisation of the air freight industry. States the role of key regulatory and trade organisations in world-wide air freight, including airport authorities and handling agents	
AF2	States current general trends in the international air freight market	
AF3	States the general nature of rules and regulations relating to aviation security	
AF4	Provides one example of transport documentation from the operations of own organisation and states its purpose	
Assessment Criteria (Distinction)		
AF5	Describes the purpose, function, structure and organisation of the air freight industry. Describes with specific examples, the role of key regulatory and trade organisations in world-wide air freight, including airport authorities and handling agents	
AF6	States and discusses with specific examples current trends in the international air freight market	
AF7	Describes with specific examples, the rules and regulations relating to aviation security	
AF8	Provides examples of completed transport documentation from the operations of own organisation and explains their purpose	

Ocean Freight

Ref	Assessment Criteria	Achieved
OF1	Outlines the purpose, function, structure and organisation of the ocean freight industry. States the general role of key regulatory and trade organisations in world-wide shipping including port authorities	
OF2	States current general trends in the international ocean freight market. Outlines the organisation and operation of world-wide containerised shipping	
Assessment Criteria (Distinction)		
OF3	Describes the purpose, function, structure and organisation of the ocean freight industry. Describes with specific examples, the role of key regulatory and trade organisations in world-wide shipping including port authorities	
OF4	States and discusses with specific examples current trends in the international ocean freight market. Explains the organisation and operation of world-wide containerised shipping	

Road Freight

Ref	Assessment Criteria	Achieved
RF1	Outlines 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	
RF2	States current general trends in the international road freight market	
RF3	States the nature of regulations covering driving hours and working times in the UK and internationally	
RF4	States the general nature of documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation	
RF5	States the general principles of load planning and vehicle/container loading	
RF6	States the general nature of manual and ICT systems used to route and schedule vehicle movements	
RF7	Identifies the general nature of safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls	
RF8	Describes how to allocate loads to vehicle types and describes the procedures that are used to ensure the efficient and safe loading of containers and vehicles	
RF9	Outlines how to read tachograph data relating to driving hours. Describes the range of transit times within the EU and is able to relate these to driving hours' regulations	
RF10	Completes all the relevant transport documentation required for the road freight industry and the operations of own organisation	
Assessment Criteria (Distinction)		
RF11	Describes the purpose, function, structure and organisation of the international road freight Industry and with specific examples the role of key regulatory and trade organisations in international road freight	
RF12	States and discusses with specific examples current trends in the international road freight market	
RF13	Explains with specific examples the regulations concerning driving hours and working times in the UK and internationally	
RF14	Explains with specific examples the documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation	
RF15	Explains with specific examples the principles of load planning and vehicle/container loading	

RF16	Explains with specific examples manual and ICT systems used to route and schedule vehicle movements	
RF17	Describes with specific examples the safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls	
RF18	Explains with specific examples how to allocate loads to vehicle types and describes the procedures used in own company to ensure the efficient and safe loading of containers and vehicles	
RF19	Explains with specific examples how to read tachograph data relating to driving hours. Gives specific examples of transit times within the EU and explains how these relate to driving hours regulations	