

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

End-Point Assessment Kit



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EPA-Kit

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How to Use this EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Level 3 International Freight Forwarding Specialist Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 3 International Freight Forwarding Specialist Apprenticeship Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process, and additionally all end-point assessments are externally quality assured by the relevant EQA organisation.

The EPA kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Key facts

Apprenticeship Standard:	International Freight Forward Specialist
Pathway Options:	Air, Ocean, Road
Level:	3
On Programme Duration:	Typical duration is 18 months
End-Point Assessment Window:	Typically 6 months
Grading:	Pass/distinction
End-Point Assessment methods:	Multiple-choice test, observed role simulation, professional discussion

In this kit, you will find:

- an overview of the standard and any on-programme requirements
- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- suggestions on how to prepare the apprentice for each part of the end-point assessment

- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments

Introduction

Standard overview

International Freight Forwarding Specialists are employed to ensure that the company they work for, and their clients, remain compliant with all applicable customs, import and export laws, and regulations. They understand customs rules, regulations and terms of trade, know where to find information and when to escalate issues. They have specific skills around customs procedures, classification of goods, allocating modes of transport and all relevant paper and electronic documentation.

International Freight Forwarding Specialists are responsible for a variety of tasks on a daily basis such as shipment bookings, creating the appropriate documents, liaison with carriers, ports and handling agents, transport requirements, sales quotations, invoicing, financial procedures as well as the many customs processes and regimes they will come across.

Clients must be kept informed proactively of progress and this requires skills and behaviours in customer service linked to an appreciation of international cultures, time zones and their effect on transit times.

International Freight Forwarding Specialists have the ability to communicate effectively with people from different countries, taking account of differences in working practices.

There are 3 pathways for this standard.

- Air freight
- Ocean Freight
- Road freight

On-programme requirements

Although learning, development and on-programme assessment are flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the International Freight Forwarding Specialist Apprenticeship Standard.

The training programme leading to end-point assessment should cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills and behaviour components, and which ensure that the apprentice is sufficiently prepared to undertake the end-point assessment.

The maintenance of an on-programme record is important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in

their job role and is ready for end-point assessment. The on-programme assessment log is NOT a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment. A minimum of 9 meetings and completed records are recommended; to show ongoing competence across the entire standard, over a typical period of around 18-months prior to starting the end-point assessment. Throughout the period of learning and development, and at least every 2 months, the apprentice should meet with the on-programme assessor to record their progress against the standard. At these reviews, evidence should be discussed and recorded by the apprentice.

Showcase portfolio

During the on-programme training, apprentices will be asked to gather evidence in preparation for their end-point assessment. **2-5 pieces of evidence** should be selected to form a showcase portfolio which will support them when undertaking their professional discussion. The showcase portfolio does not cover all aspects of the standard, rather it is an opportunity to select a small number of items to be used by the apprentice in the professional discussion to exemplify important aspects of the work they carry out for their employer.

It may contain, for example, completed international trade documents, calculations carried out by the apprentice or reports and briefings they have prepared for their employer. The employer and/or training provider should guide the apprentice in selecting key, appropriate evidence from their own work during the on-programme stage which they can use in the professional discussion to illustrate their professional competence at the level of the standard.

Use of Artificial Intelligence (AI) in the EPA

Where AI has been used as part of the apprentice's day-to-day work and forms part of a project report, presentation, or artefact, it should be referenced as such within the work. AI must not be used to produce the report or portfolio.

Where AI has been used as part of a portfolio that underpins an interview or professional discussion or any other assessment method, it should be fully referenced within the portfolio.

Readiness for end-point assessment

In order for an apprentice to be ready for the end-point assessments:

- the apprentice must have achieved **Level 2** English and maths

- the apprentice must have compiled a showcase portfolio to be put forward in preparation for the Professional Discussion
- the line manager (employer) must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that the apprentice is competent in performing their role. To ensure this, the apprentice must attend a formal meeting with their employer to complete the **Gateway Readiness Report**
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a **6-month** end-assessment window. Further information about the gateway process is covered in this kit

If you have any queries regarding the gateway requirements, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Order of end-point assessments

The assessment methods can be completed in any order.

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The Highfield Approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Documents used in developing this end-point assessment

Standard (April 2018)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/international-freight-forwarding-specialist-v1-0>

End-point assessment plan (April 2018)

https://www.instituteforapprenticeships.org/media/1743/st0539_international-freight_l3_ap-for-publication_200418.pdf

Specific considerations

Professional Discussion

The regulator confirms that to pass, all of the pass criteria must be achieved and to gain a distinction, all of the pass and distinction criteria must be achieved.

Observed Role Simulation

Assessment will include assessment criteria, skills and behaviours.

The EQA Body confirms the following:

- to pass all of the pass criteria must be achieved and to gain a distinction, all of the pass and distinction criteria must be achieved.
- the skills from the standard are included as the pass criteria within these areas in place of the generic criteria, as well as the pass criteria relating to behaviours. Only the distinction criteria that include context are used, which relate to the behaviours.
- remote assessment flexibility has been granted in order for the observed role simulation assessment to be performed remotely.

In accordance with the assessment plan, Highfield has specified which criteria must be passed within the observed role simulation and which criteria must be passed in the professional discussion. However, in some circumstances, some criteria may be 'carried over' to the professional discussion if apprentices have not been given the opportunity to achieve within the observed role simulation.

Resits and Retakes

If 'carry over' is applied from observed role simulation to the professional discussion and during the professional discussion an apprentice fails to achieve any of the standard, they will fail the professional discussion and have to re-sit or retake only this element of assessment. In this situation, the professional discussion retake/resit will include the elements of assessment criteria carried over from the observed role simulation.

Any criteria carried over into the professional discussion from the observed role simulation will be attributed to the observed role simulation.

If the professional discussion is resat, all elements of the criteria, including that carried over from the observed role simulation will be resat.

If the observed role simulation is resat, only criteria relating to this will be resat.

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Gateway

How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have:

- achieved **Level 2** English
- achieved **Level 2** maths
- completed a showcase portfolio. The showcase portfolio **must** contain **at least 2 and no more than 5 pieces** of evidence.

Therefore, apprentices should be advised by employers and providers to gather this evidence during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

The options for the role simulation will be listed on the **Gateway Readiness Report** and centres should indicate which of the learners are **not** able to undertake based on their usual role. Highfield will then select one of these to form the basis of the role simulation component.

Remote assessment flexibility has been granted in order for the observed role simulation assessment to be performed remotely.

The gateway meeting

The gateway meeting should last around an hour and must be completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business).

During the meeting, the apprentice, employer and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship standard during their on-programme training.

The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website. The report should then be submitted to Highfield to initiate the end-point assessment process. If you require any support completing the **Gateway Readiness Report**, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Please note: a copy of the standard should be available to all attendees during the gateway meeting.

Reasonable adjustments and special considerations

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

ID requirements

Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are therefore required to ensure that each apprentice has their identification with them on the day of the assessment so the end-point assessor can check.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, travel card, etc.

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The International Freight Forwarding Specialist Apprenticeship Standard

The following pages contain the International Freight Forwarding Specialist (IFFS) apprenticeship standard and the assessment criteria in a format that is suitable for delivery.

International Freight Movement	
Knowledge	Skills
<p>K1 World geography, political boundaries, time zones and travel times</p> <p>K2 The principles underpinning the regulatory systems that apply to freight forwarding and the import and export of goods and the function of the key regulatory organisations</p> <p>K3 The terms of international sales (Incoterms) and their role in trade and customs valuation</p> <p>K4 The range and characteristics of (air, ocean or road) transport and the determinants of their use in freight forwarding</p> <p>K5 The role of freight forwarders in the selection of modes of transport as goods are moved around the world</p> <p>K6 The importance of marine insurance and carrier's liability</p> <p>K7 The classifications of hazardous goods and the restrictions applied to their movement</p>	<p>S1 Accurately enter data regarding goods being imported or exported into generic or bespoke ICT systems</p> <p>S2 Rate shipments for specific modes of transport in line with Incoterms</p> <p>S3 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>S4 Create international transit documentation</p>

<p>K8 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>K9 International freight documentation and cargo booking procedures</p> <p>K10 The use of documentary letters of credit to reduce financial risk in international trade</p>	
Multiple-Choice Test	
The knowledge statements K1-K7 above are used to assess the apprentice's knowledge in the multiple-choice test.	
Observed Role Simulation	
The skills statements S1-S3 above are used to assess the apprentice's skills in the observed role simulation.	
Professional Discussion	
Pass Criteria	Distinction criteria
<p>IFM1 Outlines the structure and organisation of the freight forwarding industry. Uses technical terms to describe trade processes (K8)</p>	<p><i>IFM5 Describes the structure and organisation of the freight forwarding industry. Uses correct and context-appropriate technical terms to describe trade processes (K8)</i></p>
<p>IFM2 Outlines international freight documentation and cargo booking procedures. Uses correct technical terms to describe trade processes (K9)</p>	<p><i>IFM6 Describes international freight documentation and cargo booking procedures. Uses correct and context-appropriate technical terms to describe trade processes (K9)</i></p>
<p>IFM3 Outlines the use of documentary letters in international trade</p>	<p><i>IFM7 Explains the process in which documentary letters are used in</i></p>

<p>(K10)</p> <p>IFM4 Provides one example of completed international transit documentation (S4)</p>	<p><i>international trade (K10)</i></p> <p>IFM8 Provides evidence of various forms of completed international transit documentation (S4)</p>
<p>Amplification and Guidance</p>	
<ul style="list-style-type: none"> • Commercial Basis <ul style="list-style-type: none"> ○ Most profitable and cost effective, while delivering excellent service levels • Consolidation of goods <ul style="list-style-type: none"> ○ Several smaller consignments loaded into a trailer, container or ULD (Airline Unit Load Device) together, and exported as one consignment • Political boundaries <ul style="list-style-type: none"> ○ Dividing lines between countries, states, provinces, countries or cities, lines are borders that are created by people to separate governed areas. Most maps show physical and political boundaries • Regulatory systems that apply to freight forwarding <ul style="list-style-type: none"> ○ Rules covering items such as security, dangerous goods, packaging, types of wood that are not allowed, customs documents, tachographs, Incoterms, banks and documentation all come into consideration on this subject • Export <ul style="list-style-type: none"> ○ To ship out (commodities) to other countries or places • Import <ul style="list-style-type: none"> ○ To bring in (commodities) from other countries or places • Key regulatory organisations <ul style="list-style-type: none"> ○ Organisations such as FIATA, IATA, IMO, BIFA, HMRC, agree and set legislation for freight forwarders to follow • Incoterms <ul style="list-style-type: none"> ○ A set of pre-defined international contract terms. They are terms agreed by buyers and sellers and accepted worldwide • Customs Valuation <ul style="list-style-type: none"> ○ A customs procedure applied to determine the customs value of imported goods. If the rate of duty is ad valorem (value based) the customs value is essential to determine the duty to be paid on imported goods 	

- **International freight documentation**
 - Airway bills
 - Any documentation that is produced by the forwarder that relates to delivery or transit of goods
- **Cargo booking procedures**
 - A shipper or exporter reserves space on any mode of transport by booking cargo with a forwarder, mostly booked online, certain information is required
- **Determinants**
 - Each mode of transport has its own terminology, the ways of calculating costs for the method of transportation differ. Security and rules change according to the type of transport, for example certain types of goods have greater restrictions if they travel by air rather than other modes
- **Hazardous goods**
 - Any goods that are considered a danger to life or the environment, a strict classification exists that needs to be followed closely. This includes packaging, documentation, labelling, types and routes of transport. Depending on the nature of the hazard depends on how the transportation and route have to be considered
- **The role of freight forwarders**
 - Ensure clear instructions are provided by the importer or exporter, in advance of goods being moved
 - Provide transport solutions to businesses wanting to send packages, crates and containers from one country to another (directly taken from HMRC)
 - Advise the most appropriate mode of transport in relation to the type of goods, and in accordance with customer requirement such as distance, speed and cost
 - Search for, and negotiate, the best freight movement rates
 - Plan the most effective route for shipment
 - Book cargo space with shipping lines, airlines, rail or road carriers
 - Prepare and review customs and shipping documents
 - Apply the 11 Incoterm rules in line with the relevant modes of transport
 - Contract cargo insurance for the shipment
 - Track and monitor goods in transit
 - Manage customs clearance and the payment of import duty at the foreign border

- Correctly follow processes
- **Marine insurance and carrier's liability**
 - The purpose of carrier's liability insurance, what it covers and its limitations
 - Who is protected and the Benefits of insuring cargo
 - How to calculate marine insurance
 - Information required to complete an insurance certificate

Customs Procedures	
Knowledge	Skills
K11 The key features of international customs and excise regimes and special procedures	S5 Prepare the Single Administrative Document (C88 in UK) for export (National Export System) and import declarations S6 Produce accurate customs declarations & valuation S7 Use data systems to prepare and submit the information required by customs authorities as part of the management of the international movement of goods S8 Use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty and perform duty, VAT & excise calculations
K12 Entry, transit and exit procedures that apply to goods being imported and exported	
K13 The key contents of the Integrated Tariff of the United Kingdom (UK Trade Tariff)	
K14 How to find out about the preferences/trade agreements that may apply in international trade	
K15 The application of excise duties to imported and exported goods	
K16 The differences in how goods are moved under the different customs controls that apply in the UK, the EU and internationally	

and the purpose, function and range of Customs Procedure Codes	
Multiple-Choice Test	
The knowledge statements K11-K15 above are used to assess the apprentice's knowledge in the multiple-choice test.	
Observed Role Simulation	
The skills statements S5-S7 above are used to assess the apprentice's skills in the observed role simulation.	
Professional Discussion	
Pass Criteria	Distinction criteria
<p>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 (K16)</p> <p>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 (S8)</p>	<p>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 (K16)</p> <p>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 (S8)</p>
Amplification and Guidance	
<ul style="list-style-type: none"> • Customs and Excise Regimes <ul style="list-style-type: none"> ○ What documentation is required, how customs forms are completed, how import duty and VAT is calculated and any specific rules that may apply to certain goods such as certificates of origin or export/import licenses • Customs controls <ul style="list-style-type: none"> ○ Specific regulations applied to a particular country to enable goods to be export or import cleared, what paperwork is needed and what duties and taxes are applicable to that country • Customs Procedure Codes <ul style="list-style-type: none"> ○ Codes that indicate a customs instruction applicable to the shipment being imported, called CPC codes a two-digit reference 	

that identifies a customs procedure, such as remove from warehouse, permanent dispatch (a list of options would be available)

- **Export**
 - Products leaving the country from UK manufacturers or suppliers
- **Import**
 - Products arriving in the UK from overseas manufacturers or suppliers
- **Integrated Tariff**
 - HMRC tariff online or hard copies sets out the duties and measures affecting the import-export and transit of goods to and from the UK
- **Single Administrative Document (C88)**
 - Complete customs documents for importation and exportation. NES or National Export Systems. Documents used to export and import a shipment required by HM Customs
- **Entry, transit and exit procedures**
 - How to create a customs clearance entry, ensuring all necessary forms and documents are obtained for clearance
 - Amending export declarations, including Form C81
 - Relevant documents, how to obtain them and their purpose, including commercial invoice, bill of lading contract, certificate of origin, inspection certificate, export licences, packing lists
 - Use of different documents depending on mode of transport and their individual procedures, including: AWB, BOL, CMR
 - Purpose and relevance of an EORI number
 - Customs procedure codes (CPC) their format, and the role they play when importing and exporting
 - How to lodge an entry via The National Export System
 - Custom clearance routes
 - Compliance requirements regulations for each mode of transport in the handling of dangerous goods
 - The three duty drivers: value, origin and HS codes
 - Purpose and structure of the Harmonised System
 - When to pay duties and different methods of payment such as duty deferment accounts
 - How to help customers to handle customs examinations

- **Preferences/trade agreements**
 - Purpose of preferential trade agreements and how they support trade between two countries (bilateral) or more than two (multilateral)
 - Difference between and purpose of the EUR1 certificate and ATR movement certificate
 - How to access relevant Sources of information, including UK trade tariff.gov, europa.eu
- **VAT and excise duties**
 - Calculations for Value-added tax (VAT), which is based on the cost of the product, shipping and duty
 - When goods will be privy to zero-rated tax
 - Which commodities attract excise duty
 - Duty suspension and customers' responsibilities in relation to this
 - Purpose of Anti-dumping laws and duties as a protectionist measure
 - Rates and allowances, including on alcohol

Business Finance and Freight Costings

Knowledge	Skills
<p>K17 Business accountancy and taxation principles. The importance of accurate invoicing, billing and accruals when operating systems</p> <p>K18 Pricing, spot-quoting and their wider commercial benefits</p>	<p>S9 Produce freight costings and invoices in line with incoterms and relevant charges</p> <p>S10 Deal with the effects of currency conversion on pricing and invoicing calculations</p> <p>S11 Apply costs and revenues and is aware of desired margins</p> <p>S12 Prepare quotes for service</p>

Observed Role Simulation	
The skills statement S9 above is used to assess the apprentice’s skills in the observed role simulation.	
Professional Discussion	
Pass Criteria	Distinction criteria
<p>BF1 Outlines business accountancy and taxation principles. Answers show understanding of the importance of accurate invoicing, billing and accruals when operating systems (K17)</p> <p>BF2 Showcase material outlines how pricing and spot-quoting are used in international trade. Gives an example of the commercial benefits of spot-quoting (K18)</p> <p>BF3 Outlines how to deal with the effects of currency conversion on pricing and invoicing calculations (S10)</p> <p>BF4 Outlines how to apply costs and revenues and explains the principles of desired margins (S11)</p> <p>BF5 Provides one example of a quote for service and states its purpose (S12)</p>	<p>BF6 <i>Describes specific business accountancy and taxation principles. Explains the importance of accurate invoicing, billing and accruals when operating systems (K17)</i></p> <p>BF7 <i>Showcase material gives examples of how pricing and spot-quoting are used in international trade. Gives examples of the commercial benefits of spot-quoting (K18)</i></p> <p>BF8 <i>Explains with specific examples how to deal with the effects of currency conversion on pricing and invoicing calculations (S10)</i></p> <p>BF9 <i>Explains with specific examples how to apply costs and revenues and states desired margins in own organization (S11)</i></p> <p>BF10 <i>Provides various examples of quotes for service and explains their purpose (S12)</i></p>
Amplification and Guidance	

- **Business accountancy and taxation principles**
 - To invoice in line with business terms and agreements charging VAT where needed dependent on country of export or import
- **Accruals**
 - In relation to a shipment, accruals are earned revenues and incurred expenses that have an impact on an income statement. It is important that a forwarder allocates these to a job file to ensure they are taken into consideration when calculating profit and loss
- **Spot-quoting**
 - A price for a shipment on a one-off basis requested by a customer to send or receive a shipment to or from overseas
- **Currency Conversion**
 - The difference between the value of sterling and overseas currencies on a set day. Also, for customs clearance HMRC set a monthly rate for conversion factors. Most forwarders will also agree a monthly rate based on historic rates of exchange

Customer Service	
Knowledge	Skills
K19 The importance of accurate and timely communication with customers both internally and externally to own organisation. The principles of customer service, customer relationship management and complaint handling	S13 Demonstrate good sales/ customer service skills . Deliver high standards of customer service both on the telephone and face to face and use various forms of media effectively where necessary
Professional Discussion	
Pass Criteria	Distinction criteria
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	CS3 <i>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</i>

<p>complaint handling (K19)</p> <p>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 (S13)</p>	<p><i>and complaint handling (K19)</i></p> <p>CS4 <i>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 (S13)</i></p>
<p>Amplification and Guidance</p>	
<ul style="list-style-type: none"> • Good Sales / Customer service skills <ul style="list-style-type: none"> ○ A positive relationship with a client can increase business and revenue. If they like a forwarder and they offer competitive rates and are proactive, it is likely that the customer will remain loyal 	

Behaviours

Behaviours

B1 Shows commercial acumen

B2 Is entrepreneurial

B3 Is proactive

B4 Highly organised, careful and **diligent** in data entry and written work

B5 Seeks to build respect among colleagues and customers. Demonstrates teamwork. Communicates accurately and effectively with colleagues and customers

B6 Seeks to learn from experienced colleagues and team members

B7 Is open to feedback on work performance

B8 Is a good listener

Observed Role Simulation

Pass Criteria

CB1 Approach to the task and their performance shows an appreciation of the importance of being proactive or acting in a commercial or entrepreneurial way (B1, B2, B3)

CB2 Approach to the task and their performance shows an

Distinction criteria

CB4 Approach to the task and their performance shows them being proactive or acting in a commercial or entrepreneurial way (B1, B2, B3)

CB5 Approach to the task and their performance shows them to be

<p>appreciation of the importance of being highly organised, careful and diligent in data entry and written work (B4)</p> <p>CB3 Approach to the task and their performance shows an appreciation of the importance of positive relationships with clients and customers (B5)</p>	<p><i>highly organised, careful and diligent in data entry and written work (B4)</i></p> <p>CB6 Approach to the task and their performance shows that they know specific techniques for creating positive relationships with clients and customers and the impact this has on service quality and resolving problems (B5)</p>
Professional Discussion	
Pass Criteria	Distinction criteria
<p>CB7 Shows an appreciation of the importance of learning from colleagues and peers (B6, B7)</p> <p>CB8 Performance in the PD demonstrates that they are attentive in listening to others (B8)</p>	<p>CB9 Provides evidence from their own job role of the importance of learning from colleagues and peers (B6, B7)</p> <p>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 (B8)</p>
Amplification and Guidance	
<ul style="list-style-type: none"> • Commercial Acumen <ul style="list-style-type: none"> o Aware of good service levels, current rates, and where it is possible to increase profits. Could offer other services such as insurance and is fully aware of areas of forwarding that a potential client may require. Offer new services and innovations gained from reading newsletters and attending exhibitions • Entrepreneurial <ul style="list-style-type: none"> o Looking at options, questioning how things are currently done and looking for new innovations for your client. Giving options on new ways of dealing with existing business that could save time and money for your client and potentially increase profits. • Diligent 	

- o Good business is easily lost through a lack of attention or proactivity, being diligent with all actions towards a customer will pay off in the long term. Not taking clients for granted is the best option.

Pathway 1: Air Freight

Knowledge	Skills
<p>K20 The terminology used in air freight services</p> <p>K21 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>K22 The purpose, function, structure and organisation of the air freight industry. The role of key regulatory and trade organisations in world-wide air freight, including airport authorities and handling agents</p> <p>K23 Current trends in the international air freight market</p> <p>K24 The rules and regulations relating to aviation security</p>	<p>S14 Calculate air freight prices and create quotes for customers</p> <p>S15 Complete all the relevant transport documentation required for the air freight industry and the operations of own organisation. Arrange the movement of all types of aircraft shipments</p>
Multiple-Choice Test	
The knowledge statements K20-K21 above are used to assess the apprentice's knowledge in the multiple-choice test.	
Observed Role Simulation	
The skills statement S14 above is used to assess the apprentice's skills in the observed role simulation.	

Professional Discussion	
Pass Criteria	Distinction criteria
<p>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 (K22)</p> <p>AF2 States current general trends in the international air freight market (K23)</p> <p>AF3 States the general nature of rules and regulations relating to aviation security (K24)</p> <p>AF4 Provides one example of transport documentation from the operations of own organisation and states its purpose (S15)</p>	<p><i>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 (K22)</i></p> <p><i>AF6 States and discusses with specific examples current trends in the international air freight market (K23)</i></p> <p><i>AF7 Describes with specific examples, the rules and regulations relating to aviation security (K24)</i></p> <p><i>AF8 Provides examples of completed transport documentation from the operations of own organisation and explains their purpose (S15)</i></p>
Amplification and Guidance	
<ul style="list-style-type: none"> • Key regulatory and trade organisations <ul style="list-style-type: none"> ○ FIATA, CAA, IATA, BIFA, HMRC, agree and set legislation for freight forwarders to follow 	

Pathway 2: Ocean Freight

Knowledge	Skills
<p>K25 The terminology and key documentation used in shipping lines, container services and ports authorities</p> <p>K26 The purpose and usages of the different container types and their respective benefits</p> <p>K27 Documentation used in international ocean freight, including; bills of lading/sea waybills, export cargo instructions</p> <p>K28 Ocean shipment types and the basis for ocean freight pricing</p> <p>K29 The 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>K30 Current trends in the international ocean freight market. The organisation and operation of world-wide containerised shipping</p>	<p>S16 Calculate sea freight prices for both full container loads and less than full container loads and create quotes for customers</p> <p>S17 Complete all the relevant transport documentation required for the ocean freight industry and the operations of own organisation. Arrange the movement of all types of ocean shipments</p>
Multiple-Choice Test	
The knowledge statements K25-K28 above are used to assess the apprentice's knowledge in the multiple-choice test.	
Observed Role Simulation	
The skills statements S16-S17 above are used to assess the apprentice's skills in the observed role simulation.	

Professional Discussion	
Pass Criteria	Distinction criteria
<p>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 (K29)</p> <p>OF2 States current general trends in the international ocean freight market. Outlines the organisation and operation of world-wide containerised shipping (K30)</p>	<p>OF3 <i>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 (K29)</i></p> <p>OF4 <i>States and discusses with specific examples current trends in the international ocean freight market. Explains the organisation and operation of world-wide containerised shipping 9K30)</i></p>
Amplification and Guidance	
<ul style="list-style-type: none"> • Key regulatory and trade organisations; FIATA, IATA, IMO, BIFA, HMRC, agree and set legislation for freight forwarders to follow 	

Pathway 3: Road Freight	
Knowledge	Skills
<p>K31 The terminology used in international road freight services</p> <p>K32 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</p> <p>K33 Current trends in the international road freight market</p>	<p>S18 Calculate road freight prices and create quotes for customers</p> <p>S19 Route and schedule international road transport shipments</p> <p>S20 Allocate loads to vehicle types and advise on the efficient and safe loading of containers and vehicles</p>

<p>K34 Regulation of driving hours and working times in the UK and internationally</p> <p>K35 Documentation used in international road freight services; including road consignment notes (CMRs), operator’s licence and vehicle documentation</p> <p>K36 The principles of load planning and vehicle/container loading</p> <p>K37 Manual and ICT systems used to route and schedule vehicle movements</p> <p>K38 Safety and security issues in international road transport including issues related to ‘clandestine entrants’ seeking to avoid customs controls</p>	<p>S21 Read tachograph data relating to driving hours and an appreciation of transit times within the EU</p> <p>S22 Complete all the relevant transport documentation required for the road freight industry and the operations of own organisation</p>
Multiple-Choice Test	
The knowledge statement K31 above is used to assess the apprentice’s knowledge in the multiple-choice test.	
Observed Role Simulation	
The skills statements S18-S19 above are used to assess the apprentice’s skills in the observed role simulation.	
Professional Discussion	
Pass Criteria	Distinction criteria
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 (K32)	RF11 <i>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 (K32)</i>

RF2 States current general trends in the international road freight market (K33)

RF3 States the nature of regulations covering driving hours and working times in the UK and internationally (K34)

RF4 States the general nature of documentation used in international road freight services; including road consignment notes (CMRs), **operator's licence** and **vehicle documentation** (K35)

RF5 States the general principles of **load planning** and vehicle/container loading (K36)

RF6 States the general nature of manual and ICT systems used to route and schedule vehicle movements (K37)

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 (K38)

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 (S20)

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 (S21)

***RF12** States and discusses with specific examples current trends in the international road freight market (K33)*

***RF13** Explains with specific examples the regulations concerning driving hours and working times in the UK and internationally (K34)*

***RF14** Explains with specific examples the documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation (K35)*

***RF15** Explains with specific examples the principles of load planning and vehicle/container loading (K36)*

***RF16** Explains with specific examples manual and ICT systems used to route and schedule vehicle movements (K37)*

***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 (K38)*

***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 (S20)*

***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*

RF10 Completes all the relevant transport documentation required for the road freight industry and the operations of own organization (S22)

regulations (S21)

Amplification and Guidance

- **Key regulatory and trade organisations in International road freight**
 - Organisations such as RHA (Road Haulage Association) are bodies that are specifically involved in domestic road freight
 - Chambers of Commerce not only offer help with certain documents but arrange trade visits for clients to specific countries
 - The Freight Transport Association and Institute of Export are all bodies concerned with advice and learning
 - The Department of Transport is involved in any UK legislation
- **Road Consignment Notes**
 - CMR documents are used for transporting goods by road
- **Operator's Licence**
 - A requirement of owners of commercial road transport and allow the owner to transport depending on the type of licence held. There are 3 different types
- **Vehicle Documentation**
 - Operator's licence, Ownership, MOT, any other consignment notes. Dangerous good notes and trim cards
- **Load Planning**
 - Planning loads on vehicles and trailers, must be done so, safely and efficiently. A sound knowledge of vehicle types, categories, volume, etc. is essential as is even weight distribution and load security
- **Clandestine Entrants**
 - All transport companies and drivers are aware that illegal immigrants are a major issue and can be faced with large fines should they be found to have them in a vehicle
- **Tachograph Data**
 - All vehicles over 3.5 tonnes must have a Tachograph if a vehicle is being driven under EU or AETR (European Agreement Concerning the Work Crews of Vehicles Engaged in International Road Transport) rules
 - Normally there are two types, digital or analogue and they restrict driving hours during a day or week for safety reasons. The tachograph will register time driven and miles covered

- In general, a rest of 45 minutes must be taken after no more than 4.5 hours of driving. If a driver is stopped by the authorities and has exceeded the permitted driving hours fines will be issued

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Assessment Summary

The end-point assessment for the International Freight Forwarding Specialist Apprenticeship Standard is made up of **3 components**:

1. Multiple-choice test consisting of **25 questions** which has a **60-minute** duration
2. **Two** observed role simulations, lasting **30 minutes each, 1 hour in total**
3. Professional discussion, which has a **65-minute (+/-10%)** duration

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this kit and a grade allocated. The overall grade will be determined using the combined component grades.

The Multiple-Choice Test

- To achieve a pass, apprentices must achieve **60%** which equates to **15 out of 25**
- To achieve a distinction, apprentices must achieve **88%** which equates to **22 out of 25**
- A fail will be awarded if apprentices achieve **56% or less**, which equates to **14 or less out of 25**

Observed Role Simulation

- In order to achieve a **pass** in the observed role simulation, **all pass criteria** should be covered
- To achieve a **distinction** in the observed role simulation, **all pass and all distinction criteria** should be covered
- A **fail** will be awarded in the observed role simulation, if all the pass criteria are **not** covered

Professional discussion

- To achieve a **pass** in the professional discussion, **all pass criteria** must be covered

- To achieve a **distinction** in the professional discussion, **all pass and all distinction criteria** must be covered
- A **fail** will be awarded in the professional discussion, when all the pass criteria are **not** covered

Grading

The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance in each assessment method.

In order to pass the apprentice is required to pass each of the 3 assessment methods.

In order to achieve a distinction, the apprentice must achieve a distinction in all 3 assessment methods.

The overall grade for the apprentice is determined using the matrix below.

Multiple-Choice Test	Observed Role Simulation	Professional Discussion	Overall grade awarded
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Pass	Distinction	Distinction	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Pass	Pass
Distinction	Distinction	Distinction	Distinction

Retake and Re-sit information

If an apprentice fails an end-point assessment method, it is the employer, provider and apprentice's decision whether to attempt a resit or retake.

If a resit is chosen, please call the Highfield scheduling team to arrange the resit. A re-sit can only be taken within a **minimum of 30 working days** and a **maximum of 90 working days** following their first attempt at the end-point assessment.

If a retake is chosen, the apprentice will require a period of further learning and will need to complete a new gateway readiness meeting and report. Once this is completed, please call the Highfield scheduling team to arrange the retake. The timing for the end-point assessment window for completing retakes will then start again. Feedback will be provided on the areas of failure and a retake checklist will need to be submitted when the professional review has taken place.

Apprentices who achieve a pass grade **cannot resit or retake the EPA to achieve a higher grade**. Where any assessment method has to be resat or retaken, the apprentice will be awarded a maximum grade of pass, unless there are exceptional circumstances requiring a resit or retake, as determined by Highfield,

If 'carry over' is applied from observed role simulation to the professional discussion and during the professional discussion an apprentice fails to achieve any of the standard, they will fail the professional discussion and have to re-sit or retake only this element of assessment. In this situation the professional discussion retake/resit will include the elements of assessment criteria carried over from the observed role simulation.

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Assessing the Multiple-Choice Test

The following areas (knowledge) of the International Freight Forwarding Specialist standard will be assessed by a **60-minute** multiple-choice test consisting of **25 questions**. The **pass** grade is **15 out of 25** and the **distinction** grade is **22 out of 25**. A **fail** grade will be awarded for a mark of **14 or less out of 25**.

The multiple-choice test may be delivered online or be paper-based and should be taken in a 'controlled' environment. The test is closed so the apprentice cannot refer to reference books or materials.

The topics covered within the test are listed below:

- International Freight Movement
- Customs Procedures
- Pathway – Air Freight, Ocean Freight or Road Freight

In each paper, questions will cover each of the areas above, however not every aspect of every area will be covered in every test.

Before the assessment:

The employer/training provider should:

- brief the apprentice on the areas that will be assessed by the knowledge test
- set the apprentice a mock knowledge test in readiness for the end-point assessment. A mock exam is available to download from the Highfield Assessment website and is also available on the Highfield mock e-assessment system.

Multiple-Choice Test Criteria

International Freight Movement

- K1** World geography, political boundaries, time zones and travel times
- K2** The principles underpinning the regulatory systems that apply to freight forwarding and the import and export of goods and the function of the key regulatory organisations
- K3** The terms of international sales (Incoterms) and their role in trade and customs valuation
- K4** The range and characteristics of (air, ocean or road) transport and the determinants of their use in freight forwarding
- K5** The role of freight forwarders in the selection of modes of transport as goods are moved around the world
- K6** The importance of marine insurance and carrier's liability
- K7** The classifications of hazardous goods and the restrictions applied to their movement

Customs Procedures

- K11** The key features of international customs and excise regimes and special Procedures
- K12** Entry, transit and exit procedures that apply to goods being imported and exported
- K13** The key contents of the Integrated Tariff of the United Kingdom (UK Trade Tariff)
- K14** How to find out about the preferences/trade agreements that may apply in international trade
- K15** The application of excise duties to imported and exported goods

Pathways – One to be completed

Air Freight

K20 The terminology used in air freight services

K21 Documentation used in international air freight, including invoices, air waybills, certificates of origin, Air Cargo Tariff and rules (TACT) and OAG World Airways Guides

Ocean Freight

K25 The terminology and key documentation used in shipping lines, container services and ports authorities

K26 The purpose and usages of the different container types and their respective benefits

K27 Documentation used in international ocean freight, including: bills of lading/sea waybills, export cargo shipping instructions

K28 Ocean shipment types and the basis for ocean freight pricing

Road Freight

K31 The terminology used in international road freight services

Assessing the Observed Role Simulation

This component is made up of **2 observed role simulations each lasting 30 minutes**, which test areas of skills and behaviours relating to duties in core activities of International Freight Movement, Customs Procedures, Business Finance and Freight Costings, Customer Service and in **one** of the three pathways: Air Freight, Ocean Freight or Road Freight. **Each apprentice must take one core simulation and one pathway simulation.**

Because International Freight Forwarding is a specialist area and apprentices may not have the opportunity in their job role to cover all aspects, centres will be asked to identify which core areas **cannot** be demonstrated, depending on their role.

When completing the **Gateway Readiness Report**, centres are required to indicate which of the following role simulations the apprentice is **not** able to complete within their end-point assessment due to not having this opportunity in their job role.

- Customs Entry (Import)
- NES Declaration (Export)
- Basic Manual Duty and VAT Calculation
- Prepare Invoices in line with Incoterms
- Use of Customs Tariff (Volumes 1, 2 & 3)
- Commodity Code Classification
- Completion of Common Documentation
- Customer Quotation*
- Profit and Loss Statement – identifying key elements
- Customer Service – scenario

***Please note that creating quotes for customers is a requirement of the Observed Role Simulation for all pathway options and therefore apprentices should familiarise themselves with this requirement to prepare for this element of the assessment.**

Notification will be sent after gateway of which 2 Observed Role Simulations the apprentice will be required to complete.

The simulations must take place away from the day-to-day pressures of work and in a 'controlled' environment, which may be on or off the employer's premises. The definition of a 'controlled environment' will be made by Highfield and explained by the independent end-point assessor prior to scheduling the simulation. This must include environmental requirements such as lighting, space, privacy and the requirements of the assessor to observe the simulation from a safe position.

The Observed Role Simulations provide the opportunity for practical assessment against the relevant elements of the standard. The observation must be scheduled

when the apprentice will be working in their normal place of work and will also allow the apprentice to demonstrate all aspects of the standard being observed.

The end-point assessor will plan the observation in advance with the employer, brief the apprentice fully on the day, and follow assessment criteria, which will be subject to quality assurance. However, in some circumstances, some criteria may be 'carried over' to the professional discussion if apprentices have not been given the opportunity to achieve within the observed role simulation.

Remote assessment flexibility has been granted in order for the observed role simulation assessment to be performed remotely.

One of the following core simulations will be covered:

1. Customs Entry (Import)
2. NES Declaration (Export)
3. Basic Manual Duty and VAT calculation
4. Prepare Invoices in line with Incoterms
5. Use of Customs Tariff (Volumes 1, 2 & 3)
6. Commodity Code Classification
7. Completion of Common Documentation
8. Customer Quotation
9. Profit and Loss statement – identifying key elements
10. Customer Service – scenario

One of the following pathway simulations will be covered:

1. Air Freight Pathway simulation
2. Ocean Freight Pathway simulation
3. Road Freight Pathway simulation

Apprentices will be marked against the pass and distinction criteria included in the tables on the following pages.

Apprentices meeting all pass criteria will be awarded a pass, if all pass and all distinction criteria are met, then the result will be a distinction.

In order to ensure opportunity to ensure full coverage of assessment criteria, an element of oral questioning may be included in the observed role simulation.

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the role simulation
- brief the apprentice on the activities to be carried out and the duration of the assessment (two observed role simulations, each lasting 30 minutes)
- ensure the apprentice knows which International Freight Forwarding Specialist criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience in preparation for their assessment
- ensure a suitable room is available where the assessment will take place ensuring this has access to the relevant online systems required

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

Assessing the Observed Role Simulation - Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that the apprentice experiences a mock observed role simulation in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time. In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock observed role simulation should take place away from the day-to-day pressures of work and in a 'controlled environment' which may be on or off the employer's premises
- the participation of other personnel to play the parts of customers and team members
 - It is strongly recommended that the mock observation has been practised beforehand and all personnel involved are properly briefed on their roles
 - The roles should provide the opportunity for the apprentice to demonstrate both the "pass" level and the "distinction" level criteria
- a **1-hour** time slot should be available for you to complete the 2 observed role simulations (lasting **30 minutes each**), if it is intended to be a complete

mock role simulation covering all relevant standards. However, this time may be split up to allow for progressive learning

- consider a video recording of the mock assessment and allow it to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice
- ensure that the apprentice’s performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience.

Observed Role Simulation Criteria

During the two role simulations, the following standards should be evidenced. Apprentices should prepare for the role simulation by considering how the criteria can be met. The apprentice can only achieve a distinction by covering all pass and all of the distinction criteria listed.

International Freight Movement
To pass, the following must be evidenced
S1 Accurately enter data regarding goods being imported or exported into generic or bespoke ICT systems
S2 Rate shipments for specific modes of transport in line with Incoterms
S3 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

Customs Procedures
To pass, the following must be evidenced
S5 Prepare the Single Administrative Document (C88 in UK) for export (National Export System) and import declarations
S6 Produce accurate customs declarations & valuation
S7 Use data systems to prepare and submit the information required by customs authorities as

Customs Procedures

part of the management of the international movement of goods

Business Finance and Freight Costings

To pass, the following must be evidenced

S9 Produce freight costings and invoices in line with incoterms and relevant charges

Behaviours

To pass, the following must be evidenced

CB1 Approach to the task and their performance shows an appreciation of the importance of being proactive or acting in a commercial or entrepreneurial way

CB2 Approach to the task and their performance shows an appreciation of the importance of being highly organised, careful and diligent in data entry and written work

CB3 Approach to the task and their performance shows an appreciation of the importance of positive relationships with clients and customers

To gain a distinction, the following must be evidenced

CB4 *Approach to the task and their performance shows them being proactive or acting in a commercial or entrepreneurial way*

CB5 *Approach to the task and their performance shows them to be highly organised, careful and diligent in data entry and written work*

CB6 *Approach to the task and their performance shows that they know specific techniques for creating positive relationships with clients and customers and the impact this has on service quality and resolving problems*

Pathways – one to be completed

Air Freight

To pass, the following must be evidenced

S14 Calculate air freight prices and create quotes for customers

Ocean Freight

To pass, the following must be evidenced

S16 Calculate sea freight prices for both full container loads and less than full container loads and create quotes for customers

S17 Complete all the relevant transport documentation required for the ocean freight industry and the operations of own organisation. Arrange the movement of all types of ocean shipments

Road Freight

To pass, the following must be evidenced

S18 Calculate road freight prices and create quotes for customers

S19 Route and schedule international road transport shipments

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Assessing the Professional Discussion

The professional discussion will be a structured discussion between the apprentice and the end-point assessor. It covers all knowledge and behaviours in the standard, namely; International Freight Movement, Customs Procedures, Business Finance and Freight Costings, Customer Service, Behaviours and **1 of the 3 pathways**, Air Freight, Ocean Freight or Road Freight.

The Professional Discussion allows the independent end-point assessor to ask the apprentice questions in relation to:

- their understanding of their job role, duties and responsibilities
- specific parts of the training they have received
- personal development and reflection on the training they have received
- the showcase portfolio prepared by the apprentice

In some circumstances, some criteria may be 'carried over' to the professional discussion if apprentices have not been given the opportunity to achieve within the observed role simulation.

The showcase portfolio is compiled during on-programme learning and submitted at gateway. This must be completed **prior to the gateway** and be **submitted to Highfield prior to the gateway meeting**. The showcase portfolio is not a comprehensive portfolio covering all aspects of the standard, rather it is an opportunity to select a small number of items to be used by the apprentice in the professional discussion to exemplify important aspects of the work they carry out for their employer.

The showcase portfolio **must contain at least 2 and no more than 5** pieces of evidence. These may be, for example, completed international trade documents, calculations carried out by the apprentice or reports and briefings they have prepared for their employer. This evidence must relate to those areas of the Standard where professional discussion is indicated as the assessment method. The employer and/or training provider should guide the apprentice in selecting key, appropriate evidence from their own work during the on-programme stage which they can use in the professional discussion to illustrate their professional competence at the level of the standard.

The professional discussion will need to take place in a suitable environment and should last for **65 minutes** (with a 10% +/- tolerance).

The professional discussion must be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work. Where the discussion is not face-to-face, independent end assessors must ensure adequate controls are in place to maintain fair and accurate assessment.

The employer may be present, to support, but not lead the apprentice and to confirm information, at the assessor's request. The employer will not be allowed to add any further information or examples to what the apprentice has stated or lead them in any way.

Apprentices will be marked against the pass and distinction criteria included in the tables on the following pages. Apprentices meeting all pass criteria will be awarded a pass, and if all of the distinction criteria are also met the result will be a distinction.

Before the assessment:

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which International Freight Forwarding Specialist criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

Professional Discussion – Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that they experience a mock professional discussion in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time. In designing a mock assessment, the employer/training provider should consider the following elements in their planning:

- the mock Professional Discussion should take place in a suitable location
- a **65-minute** (+/-10%) time slot should be available to complete the Professional Discussion
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience
- mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose

- structured 'open' questions should be used as part of the professional discussion that do not lead the apprentice but allow them to express their knowledge and experience in a calm and comfortable manner

Example questions include:

- tell me about a time when you dealt effectively with a complaint from a customer
- how does the UK customs procedure differ from that of the EU?
- tell me about the functions of key regulators in your sector
- tell me about your role in effectively maintaining international trade processes

Professional Discussion Criteria

During the Professional Discussion, the following standards should be evidenced. Apprentices should prepare for the Professional Discussion by considering how the criteria can be met. In order to achieve a pass, all pass criteria must be achieved. In order to achieve a distinction, all pass criteria and all of the distinction criteria must be achieved.

International Freight Movement
To pass, the following must be evidenced
IFM1 Outlines the structure and organisation of the freight forwarding industry. Uses technical terms to describe trade processes (K8)
IFM2 Outlines international freight documentation and cargo booking procedures. Uses correct technical terms to describe trade processes (K9)
IFM3 Outlines the use of documentary letters in international trade (K10)
IFM4 Provides one example of completed international transit documentation (S4)
<i>To gain a distinction, the following must be evidenced</i>
<i>IFM5</i> <i>Describes the structure and organisation of the freight forwarding industry. Uses correct and context-appropriate technical terms to describe trade processes (K8)</i>
<i>IFM6</i> <i>Describes international freight documentation and cargo booking procedures. Uses correct and context-appropriate technical terms to describe trade processes (K9)</i>
<i>IFM7</i> <i>Explains the process in which documentary letters are used in international trade (K10)</i>
<i>IFM8</i> <i>Provides evidence of various forms of completed international transit documentation (S4)</i>

Customs Procedures
To pass, the following must be evidenced
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 (K16)
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 (S8)

Customs Procedures

To gain a distinction, the following must be evidenced

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 (K16)

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 (S8)

Business Finance & Freight Costings

To pass, the following must be evidenced

BF1 Outlines business accountancy and taxation principles. Answers show understanding of the importance of accurate invoicing, billing and accruals when operating systems (K17)

BF2 Showcase material outlines how pricing and spot-quoting are used in international trade. Gives an example of the commercial benefits of spot-quoting (K18)

BF3 Outlines how to deal with the effects of currency conversion on pricing and invoicing Calculations (S10)

BF4 Outlines how to apply costs and revenues and explains the principles of desired margins (S11)

BF5 Provides one example of a quote for service and states its purpose (S12)

To gain a distinction, the following must be evidenced

BF6 Describes specific business accountancy and taxation principles. Explains the importance of accurate invoicing, billing and accruals when operating systems (K17)

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 (K18)

BF8 Explains with specific examples how to deal with the effects of currency conversion on pricing and invoicing calculations (S10)

BF9 Explains with specific examples how to apply costs and revenues and states desired margins in own organisation (S11)

BF10 Provides various examples of quotes for service and explains their purpose (S12)

Customer Service

To pass, the following must be evidenced

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 (K19)

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 (S13)

To gain a distinction, the following must be evidenced

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 (K19)

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 (S13)

Behaviours

To pass, the following must be evidenced

CB7 Shows an appreciation of the importance of learning from colleagues and peers (B6, B7))

CB8 Performance in the PD demonstrates that they are attentive in listening to others (B8)

To gain a distinction, the following must be evidenced

CB9 Provides evidence from their own job role of the importance of learning from colleagues and peers (B6, B7)

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 (B8)

Pathways – one to be completed

Air Freight

To pass, the following must be evidenced

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 (K22)

AF2 States current general trends in the international air freight market (K23)

AF3 States the general nature of rules and regulations relating to aviation security (K24)

AF4 Provides one example of transport documentation from the operations of own organisation and states its purpose (S15)

To gain a distinction, the following must be evidenced

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 worldwide air freight, including airport authorities and handling agents (K22)*

AF6 *States and discusses with specific examples current trends in the international air freight Market (K23)*

AF7 *Describes with specific examples, the rules and regulations relating to aviation security (K24)*

AF8 *Provides examples of completed transport documentation from the operations of own organisation and explains their purpose (S15)*

Ocean Freight

To pass, the following must be evidenced

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 (K29)

OF2 States current general trends in the international ocean freight market. Outlines the organisation and operation of world-wide containerised shipping (K30)

To gain a distinction, the following must be evidenced

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 worldwide shipping including port authorities (K29)

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 (K30)

Road Freight

To pass, the following must be evidenced

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 (K32)

RF2 States current general trends in the international road freight market (K33)

RF3 States the nature of regulations covering driving hours and working times in the UK and Internationally (K34)

RF4 States the general nature of documentation used in international road freight services, Including: road consignment notes (CMRs), operator's licence and vehicle documentation (K35)

RF5 States the general principles of load planning and vehicle/container loading (K36)

RF6 States the general nature of manual and ICT systems used to route and schedule vehicle Movements (K37)

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 (K38)

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 (S20)

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 (S21)

RF10 Completes all the relevant transport documentation required for the road freight industry and the operations of own organization (S22)

To gain a distinction, the following must be evidenced

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 (K32)

RF12 States and discusses with specific examples current trends in the international road freight Market (K33)

RF13 Explains with specific examples the regulations concerning driving hours and working times in the UK and internationally (K34)

RF14 Explains with specific examples the documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation (K35)

RF15 Explains with specific examples the principles of load planning and vehicle/container Loading (K36)

RF16 Explains with specific examples of manual and ICT systems used to route and schedule vehicle movements (K37)

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 (K38)

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 (S20)

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 (S21)

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