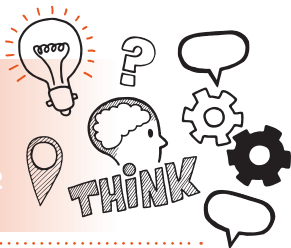


Think about
Professional Discussion
Level 3 International Freight
Forwarding Specialist - Pathway 2
Ocean Freight AP01



On the day of assessment, you will carry out:



A 65-minute professional discussion



Remote or face-to-face



Under exam conditions



With an end-point assessor



Key point

You will be required to answer questions relating to:

- your understanding of your job role, duties and responsibilities
- specific parts of the training you have received
- personal development and reflection on the training you have received
- your apprentice showcase portfolio
- areas not covered in the observed role simulation



Do



Review the criteria associated with the professional discussion – this can be found in the EPA kit and in the planner at the end of this document



Ensure a quiet room is available and that there are no interruptions or distractions



Do bring your apprentice showcase portfolio with you to refer to during the professional discussion

- Be prepared to answer questions that demonstrate your competence and focus on the required areas.



Don't

- Forget to plan
- Forget to tell your colleagues that you are being assessed
- Forget to bring your ID



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager/training provider will inform you of the results



Resits

- If you do not achieve a pass result on the professional discussion, you can resit the assessment



Use the table below to plan and prepare for the professional discussion

Standard area - core	Key points to remember
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.	
Create international transit documentation.	
International freight documentation and cargo booking procedures.	

The use of documentary letters of credit to reduce financial risk in international trade.

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.

Use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty and perform duty, VAT & excise calculations.

**Business
accountancy and
taxation principles.
The importance of
accurate invoicing,
billing and accruals
when operating
systems.**

**Pricing, spot-quoting
and their wider
commercial benefits.**

**Deal with the
effects of currency
conversion on
pricing and invoicing
calculations.**

Apply costs and revenues and is aware of desired margins.

Prepare quotes for service

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.

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.

Seeks to learn from experienced colleagues and team members.

Is open to feedback on work performance.

Is a good listener.

**Standard area –
pathway 2 Ocean
freight**

Key points to remember

**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.**

**Current trends in the
international ocean
freight market. The
organisation and
operation of world-
wide containerised
shipping.**