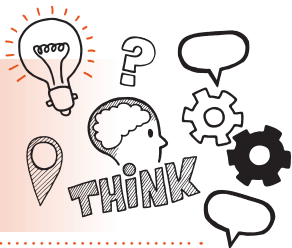


Think about
Professional Discussion
Level 3 International Freight
Forwarding Specialist -
Pathway 3 Road Freight AP01



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 3 Road
freight**

Key points to remember

**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.**

**Current trends in the
international road
freight market.**

Regulation of driving hours and working times in the UK and internationally.

Documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.

The principles of load planning and vehicle/container loading.

Manual and ICT systems used to route and schedule vehicle movements.

Safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls.

Allocate loads to vehicle types and advise on the efficient and safe loading of containers and vehicles.

Read tachograph data relating to driving hours and an appreciation of transit times within the EU.

Complete all the relevant transport documentation required for the road freight industry and the operations of own organisation.