Qualification Specification

610/1296/8

iCQ Level 3 Diploma in Freight Forwarding

Qualification Details

Awarding Organisation :	iCan Qualifications Limited
Fees Price List Url :	https://icanqualify.net
Qualification Type :	RQF
Qualification Level :	3
Regulation Start Date :	1 August 2022
Offered In England :	Yes
SSA :	7.2 Warehousing and distribution
Total Credits :	40
Total Qualification Time :	400
Guided Learning Hours :	150
Overall Grading Type :	Pass
Assessment Methods :	Portfolio of Evidence
Structure Requirements :	To achieve this qualification, learners must complete all 8 mandatory units totalling 40 credits.
Age Ranges :	16-18 and 19+
Learner minimum entry requirements :	There are no minimum entry requirements for this qualification
Level descriptor :	Level 3 Knowledge The learner has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine. Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work. Is aware of different perspectives or approaches within the area of study or work.
Learner progression opportunities :	Once completed the learner could progress to the Level 4 Diploma in Management and Leadership or complete the International Freight Forwarding Specialist Apprenticeship

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OG) Overarching Group	No	0	8	8	40	40
└A) Group A Mandatory Units	**Yes**	8	8	8	40	40

Group A Group A Mandatory Units

URN	Title	Level	GLH	Credit
A/650/3643	Sea Freight Transport	3	15	4
D/650/3644	Road Freight Transport	3	18	4
H/650/3637	Understanding the Freight Forwarding Industry	3	20	6
J/650/3638	Customs Procedures and Systems in Freight Forwarding	3	20	6
K/650/3639	Finance and Finance Documentation in Freight Forwarding	3	20	6
R/650/3640	Customer Service for International Freight Forwarding	3	30	7
T/650/3641	Multimodal Freight Planning and Movements	3	10	3
Y/650/3642	Air Freight Transport	3	17	4

Unit: A/650/3643 : Sea Freight Transport

Understand the sea freight industry	
Assessment Criteria	
01	Explain a variety of sea freight **terminology**
02	Describe the role of **regulatory bodies** responsible for the Sea Freight Industry
03	Describe the role of **trade bodies** relating to shipping and ports
04	Describe a variety of cargo ship types and the goods that they carry
05	Explain containerisation and the benefits
06	Explain the terms FCL (Full Container Load) and LCL (Less than container load)
07	Describe the different container types and their usages
08	Explain the benefits and limitations of Sea Cargo
09	Explain the **current trends** affecting the Sea Freight Market
Understand sea freight regulations that affect the movement of goods	
01	Describe **regulations** that affect or impact the transport of goods by sea
02	Describe the security **regulations** that affect or impact the transport of goods by sea
03	Describe the regulations relating to the movement of dangerous goods by sea
Understand sea freight planning	
01	Describe the information that would be needed to plan and schedule the movement of goods by sea
02	Explain how the nature and characteristics of the goods impact planning activities
03	Describe systems used for sea freight planning and scheduling
04	Describe the safety and security issues that need to be taken into consideration when planning international freight movements by sea
05	Describe the customs controls and procedures that must be taken into consideration when planning international freight movements by sea
06	Explain the term TEU (Twenty Foot Equivalent Unit) and how it is used
Understand freight forwarding activities using sea freight	
01	Describe the documentation needed for the international movement of freight by sea and how to complete it
02	Explain the **procedure** of planning an international freight movement by sea
03	Describe the different **costs** of international freight movements by sea
04	Explain the procedure of completing a **quote** for an international freight movement by Sea
05	Calculate **costs** relating to the international movement of goods by Sea

Unit: D/650/3644 : Road Freight Transport

Understand the road freight industry	
Assessment Criteria	
01	Explain a variety of road freight **terminology**
02	Describe the role of **regulatory bodies** responsible for the road freight industry
03	Explain the **current trends** affecting the road freight market
04	Explain what TIR (Transports Internationaux Routiers or International Road Transports) procedures are and how they work
Understand road freight regulations that affect the movement of goods	
01	Describe **regulations** that affect or impact the transport of goods by road
02	Explain the driving **rules**
03	Explain how **regulations** regarding impact road freight planning
04	Describe driver **documentation** that is needed for road freight movements
05	Describe vehicle and trailer **documentation** that is needed for road freight movements
06	Describe vehicle and trailer markings required for a **variety** of goods types
07	Describe the impact of overloading vehicles and goods falling from vehicles
08	Describe organisations that offer guidance on vehicle loading and safety
Understand road freight planning	
01	Describe the information that would be needed to plan and schedule the movement of goods by road
02	Explain how the nature and characteristics of the goods impact planning activities
03	Describe systems used for road freight planning and scheduling
04	Describe the safety and security issues that need to be taken into consideration when planning international freight movements by road
05	Describe the customs controls and procedures that must be taken into consideration when planning international freight movements by road
Understand freight forwarding activities using road freight	
01	Describe the documentation needed for the international movement of freight by road and how to complete it
02	Explain the procedure of planning an international freight movement by road
03	Describe the different costs of international freight movements by road
04	Explain the procedure of completing a quote for an international freight movement by road
05	Calculate a variety of costs relating to the movement of goods by road

Unit: H/650/3637 : Understanding the Freight Forwarding Industry

Understand the purpose of the Freight Forwarding Industry	
Assessment Criteria	
01	Explain the role of a Freight Forwarder
02	Describe a variety of services that a Freight Forwarding company might offer to its customers
03	Explain the **benefits** of using a Freight Forwarder to handle freight movements for large and small companies
Understand the different transport modes	
01	Describe the **modes** of transport and their characteristics
02	Explain the uses of each **transport mode** and the types of goods that they are best suited for handling
03	Explain the role of a Freight Forwarder in deciding which transport mode to use
Understand the use of International Commercial Terms (INCOTERMS)	
01	Explain what INCOTERMS are and what they are used for
02	Describe the current INCOTERM structure
03	Describe the INCOTERMS best used in a variety of **situations** and the responsibilities of buyer and seller
04	Explain how and why a Freight Forwarder might be involved with the choice of INCOTERMs used for freight movements
Understand the regulations and regulatory bodies relating to moving goods internationally	
01	Describe the main domestic regulatory bodies that influence Air, Sea, Road and Rail Freight
02	Describe a **variety** of international regulatory bodies that in that influence Air, Sea, Road and Rail Freight
03	Describe the regulations that a Freight Forwarder would take into consideration when arranging the movement of goods internationally for customers
04	Explain how long **records** should be held and the importance of doing this
05	Explain the importance of keeping the data regarding goods being imported or exported accurate, when entering it into any systems used
Understand the need for the safety of goods and how this is managed	
01	Explain why it is important to ensure that the safety of goods is maintained and guaranteed
02	Explain the difference between hazardous materials and dangerous goods
03	Explain the acronym ADR and regulations it relates to
04	Describe the 9 classes of **dangerous goods**
05	Describe the different insurance types that are used while transporting goods internationally
Understand the geopolitical factors relating to the international movement of goods	
01	Explain the importance for a Freight Forwarder of having good knowledge of world geography and political boundaries
02	Explain the importance for a Freight Forwarder having good knowledge of time zones and the travel times of the different transport modes
03	Describe the timelines of goods movements across the world
Understand the planning and monitoring of international goods movements	
01	Explain what information a Freight Forwarder would need to plan the international movement of goods
02	Describe the systems a Freight Forwarder would use when planning the movement of goods internationally
03	Explain how and why a Freight Forwarder would monitor the movements of goods

Unit: J/650/3638 : Customs Procedures and Systems in Freight Forwarding

Understand the roles of Customs authorities and regulations	
Assessment Criteria	
01	Explain the role of Customs authorities
02	Describe sources of information on international customs and excise regulations
03	Explain the differences between customs regulations around the world
04	Explain the importance for a Freight Forwarder to understand custom regulations from around the world
05	Explain the purpose of trade agreements and free trade agreements
06	Describe sources of information relating to trade agreements
07	Explain the use of the two **types** of authorised economic operator status
08	Explain the use of an Economic Operators Registration and Identification number (EORI number) and when it would be needed
09	Explain the use and importance of approved exporter status
10	Describe the types of goods that require an import and export licence and certificate
Understand the role of a customs warehouse	
01	Explain what a customs warehouse is and how it used
02	Describe the two types of customs warehouses and their differences
03	Explain the responsibilities of a customs warehouse keeper
04	Explain what types of goods may be stored in a customs warehouse and when duties must be paid on those goods
Understand import and export duties	
01	Explain what import and export duties are
02	Describe the sources of information on import and export duties
03	Explain how to calculate import and export duties for a **variety** of goods
04	Explain what a commodity code is and how it is used
Understand import and export systems	
01	Explain the customs procedures for goods being imported and exported
02	Describe the **systems used** for the declaration of goods
03	Describe the use of the trade tariff when preparing customs declarations
04	Describe the documentation used for customs declarations
05	Describe the information required for making a customs declaration
06	Explain what customs procedure codes (CPC) is and what it is used for
Understand problems with customs procedures	
1	Explain the **reasons** goods might be held by customs when entering the country
2	Explain the **reasons** goods might be held by customs when leaving the country
3	Explain the impact of goods being **held** by customs
4	Describe methods of ensuring that goods are **not held** by customs

Unit: K/650/3639 : Finance and Finance Documentation in Freight Forwarding

Understand the principles of finance, accountancy and taxation for business	
Assessment Criteria	
01	Explain the purpose of accountancy for businesses
02	Explain the purpose of taxation for businesses
03	Explain the taxes that relate to selling goods internationally
04	Explain the difference between direct and indirect taxes
05	Explain the importance of accurate accounting for Freight Forwarders and their customers
06	Explain the financial risks for international trade and describe methods to reduce these risks
Understanding financial regulations	
01	Describe the financial regulations relevant to selling goods both domestically and internationally
02	Identify the regulatory bodies responsible for enforcing financial regulations
03	Explain the importance for a Freight Forwarder to understand the financial regulations relating to the goods being transported in international freight movements
04	Explain the **impact** of not following Financial Regulations
Understanding exchange rates and currency risk	
01	Explain what an exchange rate is and how it is used
02	Explain what currency fluctuation is and its risks to a business
03	Describe **methods** of passing the risk of currency fluctuation on to the buyer
04	Explain the use of a forward contract
05	Describe the advantages and disadvantages of fixing the exchange rate
06	Describe the advantages and disadvantages of invoicing in the buyer's currency
07	Explain how a company can reduce the risks of invoicing in the buyer's currency
08	Identify **sources** of information relating to currency and exchange rates
09	Explain how to calculate various changes in exchange rate and their effects on customer pricing
Understand accounting procedures	
01	Explain the purpose of billing and accounts receivable
02	Describe the process of billing
03	Explain what accruals are and their purpose
04	Explain the activities in Freight Forwarding business that relate to direct and indirect costs
05	Describe accounting **calculations** and how to complete them
06	Explain the difference between spot rate and contract rate for customer pricing
07	Explain how to complete freight forwarding quotes and the information required to complete them
08	Explain the purpose of a commercial Invoice and the process of completing it

Unit: R/650/3640 : Customer Service for International Freight Forwarding

Understanding the principles of customer service	
Assessment Criteria	
01	Explain the purpose of customer service and its core **principles**
02	Explain the importance of delivering consistently high-quality customer service
03	Describe the possible **impacts** of customer service failures
04	Explain the importance of understanding the customer needs and expectations
05	Explain the terms internal customer and external customer and the differences between them
06	Explain the purpose of creating and managing strong customer relationships, both internally and externally
07	Describe the **stakeholders** that the customer service process may have contact with during end-to-end movement of goods
Understand the legislation that impacts the customer service process	
01	Describe the legislation that affects the customer service process in freight forwarding
02	Explain how international consumer legislation can impact the customer service process
03	Explain the relevant legislation that impacts customer record keeping and its implications
04	Explain the importance of maintaining the security and confidentiality of data
05	Explain the purpose of codes of practice and describe their relationship to customer service
Understand the process of managing customer service and customer service problems	
01	Explain the purpose of storing customer information and the importance of keeping this secure and accurate
02	Explain the importance of having access to and being able to supply the correct information when delivering effective customer service
03	Explain the difference between a customer problem and a customer complaint
04	Describe a variety of **customer service problems** and the possible impacts
05	Describe methods for handling customer problems
06	Explain the importance of a customer complaints procedure
07	Explain the purpose and benefits of escalating a complaint
08	Describe and identify the key features of an effective customer complaints procedure
Understanding effective communication for customer service	
01	Explain the importance of effective communication within customer service
02	Describe **barriers** to effective communication in freight forwarding customer service
03	Explain what needs to be considered when communicating with international stakeholders
04	Explain the benefits of understanding and respecting the business and social cultures of international customers and stakeholders
05	Describe methods of best practice when communicating verbally with customers and international stakeholders
06	Describe methods of best practice when communicating **in writing** with customers and international stakeholders
07	Explain the purpose and benefits of having a company **communication** policy
Understand customer services processes for freight forwarding	
01	Explain the importance of monitoring a shipment during movement
02	Explain the importance of understanding time zone differences within the customer service process
03	Explain the importance of knowing your customer and their processes and the impact of this on the customer service process
04	Explain the importance of communicating shipment delays to customers in line with agreed service levels and what impact these delays may have on the customer and their processes

Unit: T/650/3641 : Multimodal Freight Planning and Movements

Understand planning of freight movements using multiple transport modes	
Assessment Criteria	
01	Explain the term multimodal in relation to the movement of goods
02	Describe the information that would be needed to plan and schedule the international **movement** of goods, Door to Door
03	Explain how the nature and characteristics of the goods impact planning activities and choice of modes for the international movement of goods (Door to Door)
04	Describe the systems that might be used for the planning of multimodal international freight **movements**
05	Explain the role of a freight forwarder in the planning of multimodal international freight movements
06	Describe the safety and security issues that need to be taken into consideration when planning multimodal international freight movements
07	Describe the customs controls and procedures that must be considered when planning multimodal international freight **movements**
Understand freight forwarding activities in relation to multimodal freight movements	
01	Describe the documentation needed for the multimodal international movement of goods and how to complete it
02	Explain the procedure of planning a multimodal international freight movement
03	Describe the different costs of multimodal international freight
04	Explain the procedure of completing a quote for a multimodal international freight movement
05	Calculate a variety of costs relating to the multimodal international freight movement of goods

Unit: Y/650/3642 : Air Freight Transport

Understand the air freight industry	
Assessment Criteria	
01	Explain a variety of **Air Freight Terminology**
02	Explain the benefits and limitations of Air Cargo
03	Identify the industries that rely on Air Cargo
04	Describe the role of **regulatory bodies** responsible for the air freight industry
05	Explain the role of the International Cargo Association
06	Explain the **current trends** affecting the air freight market
Understand air freight regulations that affect the movement of goods	
01	Explain the purpose of the Warsaw and Montreal Conventions and describe their key points
02	Describe regulations that affect or impact the transport of goods by air
03	Describe the aviation security rules that impact the movement of goods by air
04	Describe sources of guidance available relating to the movement of goods by air
05	Explain the regulations regarding the movement of dangerous goods by air
06	Explain the roles of the International Civil Aviation Organization (ICAO) and World Customs Organization (WCO) in relation to the movement of goods by air
Understand air freight planning	
01	Describe the information that would be needed to plan and schedule the movement of goods by air
02	Explain how the nature and characteristics of the goods impact planning activities
03	Describe systems used for Air freight planning and scheduling
04	Describe the safety and security issues that need to be taken into consideration when planning international freight movements by air
05	Describe the customs controls and procedures that must be taken into consideration when planning international freight movements by air
Understand freight forwarding activities using air freight	
01	Describe the documentation needed for the international movement of freight by air and how to complete it
02	Explain the procedure of planning an international freight movement by air
03	Describe the different costs of international freight movements by air
04	Explain the procedure of completing a quote for an international freight movement by air
05	Calculate a variety of costs relating to the international movement of goods by air