

National Certificate in Freight Forwarding (Freight Administration)

Level 3

Credits 69

This qualification is **expiring**. The last date to meet the requirements is 31 December 2013.

Purpose

The National Certificate in Freight Forwarding (Freight Administration) [Ref: 1243] is an intermediate qualification for people working, or intending to work, in the freight forwarding industry as freight administrators.

The qualification combines practical generic industry skills, intermediate clerical skills and customer service. The holder will be able to demonstrate knowledge of key sector groups in freight forwarding, abbreviations and terms used, transport service options and limitations. They will be able to receive and reconcile freight arrivals, select, load and process documentation for dispatch of freight, reconcile outturn reports and complete all documentation relating to local and linehaul deliveries.

The core component of the qualification recognises the underpinning skills, knowledge, and competence expected of freight administrators. The elective component allows for skills and knowledge relevant to the candidate's situation.

This certificate, although a qualification in its own right, builds on the National Certificate in Distribution (Level 2) [Ref: 0990] and provides a pathway to the National Certificate in Freight Forwarding (International Freight Forwarding) [Ref: 1244]. It contains unit standards in common with these qualifications.

Replacement Information

This qualification has been replaced by the National Certificate in International Freight Forwarding (Intermediate) [Ref: 1684].

Credit Range

	Compulsory	Optional
Level 2 credits	8	0-7
Level 3 credits	57	0-35
Level 4 or above credits	8	0-13
Minimum totals	69	0

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards

Detailed Requirements

Compulsory

The following standards are required

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
112	Produce information using word processing functions	3	5

Computing and Information Technology > Computing > Generic Computing

ID	Title	Level	Credit
2785	Create a computer spreadsheet to provide a solution for organisation use	3	5

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9705	Give and respond to feedback on performance	3	3

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
3491	Write a report	3	4

Service Sector > Logistics > Freight Forwarding

ID	Title	Level	Credit
13251	Demonstrate knowledge of the International Commerce Terms (INCOTERMS) for an international sale	4	4

ID	Title	Level	Credit
13252	Demonstrate knowledge of methods of payment for an international trade	3	6
21803	Demonstrate knowledge of the international freight forwarding industry	3	6
21804	Demonstrate knowledge of authorities and legislation relating to international freight forwarding	3	4

Service Sector > Retail, Distribution, and Sales > Distribution

ID	Title	Level	Credit
414	Demonstrate knowledge of the distribution environment	2	4
415	Apply health and safety practices in a distribution facility	3	8
11977	Plan and coordinate manual picking and collation of customer orders in a distribution facility	4	4
11984	Maintain quality of individual goods in a distribution facility	3	3
19582	Receive inwards goods in a distribution facility	3	4

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Core Skills

ID	Title	Level	Credit
11939	Respond to customers' complaints by telephone in a retail or distribution environment	3	3

Service Sector > Retail, Distribution, and Sales > Stock Control

ID	Title	Level	Credit
11963	Dispatch goods within an agreed timeframe in a retail or distribution environment	2	4

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2

Optional standards

The following standards are optional

Service Sector > Aviation > International Air Express

ID	Title	Level	Credit
16907	Check international air express manifest and process reconciliation	3	4
16910	Load export goods	2	3

ID	Title	Level	Credit
16919	Sort and prepare international air express freight for delivery	3	2
16923	Reconcile cash for international air express ground operations	4	2

Service Sector > Commercial Road Transport > Goods Service

ID	Title	Level	Credit
1753	Load and unload a goods service vehicle	2	4

Service Sector > Driving > Driver Licence Endorsements

ID	Title	Level	Credit
16718	Demonstrate knowledge of law and practice for the transport of Dangerous Goods by road	3	5
18496	Demonstrate knowledge and skills for driving a forklift on a road for endorsement F (forklifts)	3	2

Service Sector > Lifting Equipment > Powered Industrial Lift Trucks

ID	Title	Level	Credit
10851	Operate a powered industrial lift truck fitted with forks (forklift)	3	7
10852	Operate a powered industrial lift truck (PILT) fitted with attachments on a worksite	3	3

Service Sector > Logistics > Logistics Operations

ID	Title	Level	Credit
13237	Demonstrate knowledge of New Zealand and global trade patterns	3	3

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Core Skills

ID	Title	Level	Credit
11961	Handle and store hazardous substances in a retail or distribution environment	3	4

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Management

ID	Title	Level	Credit
11981	Plan and control stock storage areas in a retail or distribution environment	4	3
19581	Supervise a distribution facility	4	8

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
108	Apply language and text processing skills to produce business documents	3	5

Transition Arrangements

This qualification has been replaced by the National Certificate in International Freight Forwarding (Intermediate) [Ref: 1684].

For detailed information see Review Summaries on the NZQA website.

As there are substantial differences between the two qualifications, it is recommended that people currently enrolled in programmes leading to the award of the National Certificate in Freight Forwarding (Freight Administration) [Ref: 1243] complete that qualification by 31 December 2013. However, candidates may transfer their results to the replacement qualification if they choose.

Previous versions of the qualification

Version 2 of this qualification was registered to remove a barrier to completion and maintain qualification currency following the expiry of standard 17497. Main changes to the qualification included changes to credit total, standard 17497 removed from the compulsory set, elective set changed to an optional set and titles of standards 9705 and 11963 updated.

Version 1 of this qualification contains standard 17497, which has expired. Standard 21335 has been recommended as the alternative standard. For the purposes of this qualification, people who have gained credit for the alternative standard are exempt from the requirement to gain credit for the expired standard.

Credit for	Exempt from
21335	17497

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	June 2006	December 2011
Revision	2	May 2010	December 2013
Review	3	July 2011	December 2013

Standard Setting Body

NZ Motor Industry Training Organisation (Incorporated)
PO Box 10803
Wellington 6143

Telephone 0800 88 2121
 Facsimile 04 494 0006
 Email info@mito.org.nz
 Website www.mito@org.nz

Other standard setting bodies whose standards are included in the qualification

Aviation, Tourism and Travel Training Organisation
 Competenz
 NZQA
 Retail Institute

Certification

This certificate will display the logos of NZQA, NZ Motor Industry Training Organisation (Incorporated) and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
1817	Service Sector > Logistics > Freight Forwarding	080399	Management and Commerce > Business and Management > Business and Management not elsewhere classified

Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.