

diploma of international freight forwarding

Australian qualified : globally recognised



Customs Brokers and Forwarders Council of Australia Inc
trading as the International Trade and Logistics College

TLI50316 Diploma of International Freight Forwarding Frequently Asked Questions



FIATA validated course





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For further information, contact:

The Executive Director
CBFCA
PO Box 303
HAMILTON QLD 4007



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Introduction

These FAQ are designed to provide answers to most of your enquiries regarding the Diploma in International Freight Forwarding (DIFF) that is offered by the Customs Brokers and Forwarders Council of Australia Inc (CBFCA).

Please note that this is not a definitive list of FAQ so if you need any further information about the DIFF after reading this document you can contact us through the following means:

Contact:	The Training Team
Email:	training@cbfca.com.au
Telephone:	(07) 3256 0146
Postal address:	PO Box 303, Hamilton, QLD 4007



1. Diploma content

1.1 Why should I enrol into this Diploma?

There has historically been no course of study in Australia that has specifically targeted senior personnel employed in the international freight forwarding sector. This has led to a loss of opportunity, both within Australia and internationally, for Australia's international freight forwarders to achieve academically and, in so doing, create a more effective career path into higher levels of management.

That is until now!

The CBFCA has sought to rectify that situation by creating a course to meet your needs as a current and upcoming manager within industry through the development of the Diploma in International Freight Forwarding. Presented by the CBFCA, this nationally recognised Diploma meets the requirements of industry for high level technical skills as well as the people management skills required of you in these senior roles.



1.2 What are the subjects in the prescribed course of study?

The following table outlines the DIFF modules in the Diploma of International Freight Forwarding as offered by the CBFCFA:

Code	Ref Code	Training Package Unit Title
TLIA5059	SMI	Plan and organise the international forwarding of freight by sea and multimodal transport
TLIA5061	RRI	Plan and organise the international forwarding of freight by road and rail transport
TLIE5020	DPI	Apply knowledge of freight forwarding documentation and permits
TLIL5062	LDI	Apply knowledge of logistics, storage and distribution to international freight forwarding
TLIA5060	ATI	Plan and organise the international forwarding of freight by air transport
TLIL5064	SCD	Manage international special freight transport services including dangerous goods and special cargo <i>Pre-requisite units: SMI and ATI</i>
TLIL5063	CIR	Review contracts, insurance, risk and liability in the international freight forwarding context
TLIO5020	SSI	Advise on and manage security and safety in international freight transport
TLIX5054	BIO	Comply with biosecurity border clearance
TLIF0003	COR	Develop and implement policies and procedures to ensure chain of responsibility compliance
BSBMGT502 BSBCUS501	MPC	Managing People Performance Manage Quality Customer Service

**** Standard elective units on offer are TLIX5054 and the clustered unit of BSBMGT502 with BSBCUS501. However, students can undertake TLIX0001 Determine tariff classification of goods instead of, or as well as, TLIX5054, if they wish. Students will need to stipulate their desire to enrol in this unit if they want to undertake it.**



The following is a description of the study units within the course:

Note: some of these units may be delivered as grouped or “clustered” units rather than as individual units. However, you will have completed all required units by the time you complete your Diploma qualification.

TLIA5059 Plan and organise the international forwarding of freight by sea and multimodal transport (SMI)

This unit involves the skills and knowledge required to plan and organise international forwarding of freight by sea and multimodal transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for sea and multimodal transport; advising on and organising the packaging, packing, loading, stowage and storage of the freight; and completing freight forwarding calculations required for sea and multimodal transport. It also includes assisting in the organisation of insurance for sea and multimodal freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by sea and multimodal transport; and completing documentation and records required for sea and multimodal transport.

TLIA5061 Plan and organise the international forwarding of freight by road and rail transport (RRI)

This unit involves the skills and knowledge required to plan and organise international forwarding of freight involving road and rail transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for road and rail freight transport; advising on and organising the packaging, packing, loading, stowage and storage of road and rail freight; and completing freight forwarding calculations for road and rail transport. It also includes assisting in the organisation of insurance for road and rail freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by road and rail transport; and completing documentation and records required for road and rail freight transport.

TLIE5020 Apply knowledge of freight forwarding documentation and permits (DPI)

This unit covers the competency required to develop, maintain and apply an in-depth understanding of required documentation, forms and permits to advanced freight forwarding activities. This includes the demonstration of the required knowledge of documentation, forms and permits; the consistent interpretation and application of that knowledge to the freight



forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding.

TLIL5062 Apply knowledge of logistics, storage and distribution to international freight forwarding (LDI)

This unit involves the skills and knowledge required to develop, update and apply knowledge of logistics, warehousing, storage and distribution when performing advanced international freight forwarding activities. This includes the demonstration of the required knowledge of logistics, warehousing, storage and distribution; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding.

TLIA5060 Plan and organise the international forwarding of freight by air transport (ATI)

This unit involves the skills and knowledge required to plan and organise international forwarding of freight by air transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for air freight transport; advising on and organising the packaging, packing, loading, stowage and storage of air freight; and completing freight forwarding calculations for air transport. It also includes assisting in the organisation of insurance for air freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by air transport; and completing documentation and records required for air freight transport.

TLIL5064 Manage international special freight transport services including dangerous goods and special cargo (SCD)

This unit involves the skills and knowledge required to manage special international freight transport services, including (1) the forwarding of dangerous goods, (2) the international forwarding of special cargoes such as classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo etc., and (3) special forwarding projects (such as international freight logistics for sporting or diplomatic events, business conventions and exhibitions etc.). It also includes the monitoring and tracking of the international transport of special cargoes and dangerous goods, and ensuring that all required forms and documentation are completed and/or required data entered into the applicable information technology systems.

It is strongly recommended that students successfully complete the units TLIA5059 (SMI) and TLIA5060 (ATI) prior to undertaking TLIL5064 (SCD).



TLIL5063 Review contracts, insurance, risk and liability in the international freight forwarding context (CIR)

This unit involves the skills and knowledge required to review contracts, insurance, risk and liability in the international freight forwarding context. This includes examining an international freight forwarding sales contract; examining an international freight forwarding service contract; managing risk in international freight forwarding; assisting in organising transport insurance requirements; confirming or organising liability insurance requirements; assisting a customer to make a claim on a transport insurance policy; and making a claim on a liability insurance policy.

TLIO5020 Advise on and manage security and safety in international freight transport (SSI)

This unit involves the skills and knowledge required to advise customers on security and safety requirements within international freight transport and manage the security and safety arrangements for international freight. This includes assessing international freight transport security and safety risks; specifying international transport security and safety requirements; implementing transport security and safety plans and policies; and monitoring and reviewing security and safety system performance.

TLIF0003 Develop and implement policies and procedures to ensure chain of responsibility compliance (COR)

This unit involves the skills and knowledge required to ensure workplace compliance with chain of responsibility legislation in relation to heavy vehicle laws and regulations. It explores the Heavy Vehicle National Law (HVNL), the applicable state/territory law and regulations, as well as identifying the requirements for and to develop, implement and review, workplace policies and procedures for chain of responsibility.



Elective choices

Standard elective units on offer are TLIX5054 and the clustered unit of BSBMGT502 with BSBCUS501. However, you can undertake TLIX0001 Determine tariff classification of goods if you wish. You can take this unit instead of TLIX5054; or you can take it in addition to TLIX5054, BSBMGT502 and BSBCUS501. You will need to let us know if you wish to enrol in this unit.

BSBMGT502 Managing People Performance

BSBCUS501 Manage Quality Customer Service

(these two units delivered together as one clustered module) (MPC)

Manage people performance

This unit covers the ability of managers to manage the performance of the staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. It is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

Manage quality customer service

This unit describes the performance outcomes, skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. Many managers are involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation. Typically, these managers have staff involved in delivering customer service and are responsible for the quality of their work. In many instances the work will occur within the organisation's policies and procedures framework.

TLIX5054 Comply with biosecurity border clearance (BIO)

This unit involves the skills and knowledge required to assess documentation for compliance with biosecurity border clearance in accordance with legislation, regulatory requirements and workplace requirements.

TLIX0001 Determine tariff classification of goods (CL1)

This unit involves the skills and knowledge required to determine the tariff classification of goods.



1.3 What if I am already studying at TAFE? Can I get exemptions for my study there?

Yes. Any equivalent study units completed at TAFE will automatically be recognised for the DIFF. This means you will not need to repeat these units.

This mutual recognition arrangement also applies to units completed at private Registered Training Organisations (RTOs) as well.

1.4 Do I have to do the study units in a specific order?

We offer this course in two parts (or Programs) and you can commence your studies with either Program 1 or Program 2. Program 1 is only ever offered during our Semester One offering, commencing January and Program 2 is only ever offered in Semester two, commencing in July.

This means you can:

- start on Program 1, then complete program 2; OR
- start with Program 2, then complete Program 1.

You can fast track your course completion if you have the time available to undertake a heavier study load. This can be done by taking the available units from within both Programs 1 or 2 if these units are available on the timetable.



2. Information about the delivery of the CBFCA Diploma

2.1 How long does the Diploma take to complete?

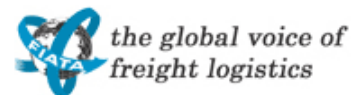
The course duration is two semesters which is equivalent to around twelve months of part-time study when completing the normal study load per semester.

Each calendar year will have two semesters with a semester commencing in January and a semester commencing in July.

2.2 What credential will I receive on completion of the new Diploma?

The DIFF is a nationally recognised qualification *TLI50316 Diploma of International Freight Forwarding*. Once you graduate, you will be eligible to receive the Diploma from the CBFCA.

The CBFCA is also pleased to advise that FIATA (the International Federation of Freight Forwarders Associations) recognises the CBFCA's Diploma course for the awarding of the globally recognised and highly regarded FIATA Diploma.



This means that once you graduate the CBFCA's course, you will not be required to complete any further study to be granted the FIATA Diploma. This is because FIATA recognises the high standard of the CBFCA's course and deems it to be equivalent to their globally recognised Diploma. The CBFCA will apply for your FIATA Diploma on your behalf at no additional cost to you.

In Australia, you must complete your course through the CBFCA, to be awarded the prestigious FIATA Diploma.

2.3 I understand the Diploma through the CBFCA is delivered via the Internet. How is this possible?

The CBFCA has spent a considerable amount of time researching the most effective learning platform for it to offer the DIFF via the Internet. Given the broad geographical spread of people interested in completing the course, an online platform was considered the best way to reach all potential students within Australia and internationally. The DIFF is delivered with a combination of facilitated and self-directed learning.

The CBFCA utilises absolute state of the art virtual classrooms which will enable you to come together and discuss issues within the course with your facilitator and with your fellow students. This social and academic interaction creates the most effective method for you to learn in an online environment and simulates the classroom situation of a bricks and mortar college perfectly.

Students will also have units that embrace self-directed learning. These units do not have virtual classrooms; they do have a facilitator as part of the learning support in the course, along with the learning materials, self-check knowledge quizzes and a range of research material for the student.



2.4 Does this mean the course is self-paced? Can I start and finish anytime I like?

No. The DIFF offered by the CBFCA is a mixture of fully facilitated units and self-directed learning units. This means that you will have a facilitator for your course who will be well skilled in online facilitation as well as a subject matter expert in the study unit.

Each study unit will have a clear timetable for your classes and assessments. You will be advised of this timetable and will be expected to submit work and contribute to the course in line with this timetable.

2.5 What can you tell me about the virtual classrooms I have heard about in the CBFCA course?

These classes are live and held in real time with an experienced subject matter expert facilitating the learning. All virtual classes are held at 2000 hours Sydney time, regardless of Daylight Saving Time is in force or not.

The software that makes this happen comes from a company called Adobe. The CBFCA has invested in this software which means that it can be provided to you at no cost whatsoever.

The screen capture (see next page) shows you a snapshot of what you will see from within the class.



The host is your facilitator for the unit and will lead the class in a live discussion to explore the week's topic and answer any questions students may have relating to the work.

Students in the virtual classroom

The screenshot shows a virtual classroom interface. On the left, there is a sidebar with 'Attendees (7)', 'Hosts (1)', 'Presenters (0)', and 'Participants (6)'. Below this is a 'Chat (Everyone)' window with a list of messages. The main area is a whiteboard displaying a quiz question: 'Q3. What is the global TEU carrying capacity of MSC? - www.msccgva.ch'. Below the question is an image of an MSC container ship. The interface also includes logos for 'International Freight Forwarding' and 'CBFCA AUSTRALIA'.

This is the chat area for written chat between students and the facilitator.

This is the whiteboard area of the screen that enables the facilitator to show Power Point presentations, quizzes, video, web sites, etc. Students can also 'write' on the whiteboard by clicking on the 'T' for text when it is in interact mode.



The virtual classroom (VC) enables you in REAL TIME to:

- Watch and listen to a presentation by your facilitator
- Respond to questions from your facilitator using your microphone
- Ask verbal as well as written questions of your facilitator
- Ask verbal as well as written questions of your fellow students and respond to their questions and ideas
- Complete quizzes and other interactive exercises
- Provide a response to an opinion survey
- Surf the Internet as a group with your fellow students

All enrolled students will have access to the VCs and you can attend a full orientation session prior to the commencement of classes. To access a VC you will need a microphone and speakers (some students choose to combine these in a headset which may be purchased at any technology store for as little as \$30)

Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows 7, Windows 8 or Windows 8.1
- Windows 10, 8.1 (32-bit/64-bit), 8.0 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512MB of RAM (1GB recommended) for Windows 7 or Windows 8
- Microsoft Internet Explorer 8 or later; Windows Edge browser; Mozilla Firefox; Google Chrome
- Adobe® Flash® Player 13.0+

Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.8, 10.9, 10.10
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 13.0+

You will also need access to the Internet via an Internet Service Provider (ISP). While Broadband internet access is not essential, it will make your learning experience more satisfying by speeding up your downloads of video and other images involved in the course



The CBFCA uses virtual classrooms in all of its courses and you will be expected to attend these sessions when they are scheduled. You will also be expected to contribute to these sessions by both asking and responding to the ideas and input of others within your virtual classroom.

What happens if you miss a VC? No problem at all. Unlike being in a traditional classroom, we record all of our VCs so you can watch them at anytime to ensure you stay up to date with your class. This is one of the most significant benefits of learning with us - you never miss a class.

All VCs are scheduled at night (typically 2000 hours SYD time) and are of one hour's duration.

Dates and times of VC sessions are advised in advance and during daylight savings periods SYD time will be followed.

2.6 What's involved in studying online? Do I have to spend all my time on the computer?

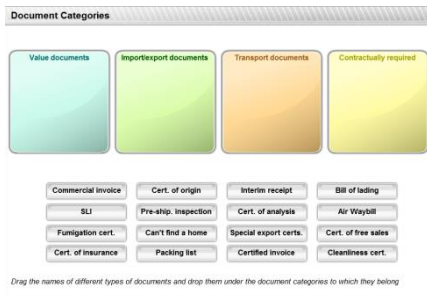
Studying online does not mean all your learning is completed via the computer. This would be very difficult to achieve and would be challenging to anyone's ability to maintain focus, both physically and intellectually.

The following is an outline of the learning philosophy of the DIFF:



Downloadable print materials provided for every session

The learning design philosophy of the CBFCA for the DIFF is that you will be provided with a range of reading material for your course which will be downloadable as PDF documents. Our view and our strong recommendation is that you should get yourself a folder for each of your study units and then download, print and file the reading material within these folders to ensure you have good quality, hard copy documents from which to study. You can then use these documents as reference material for the learning activities (see below).



Drag the names of different types of documents and drop them under the document categories to which they belong

Learning activities available to self-assess your learning

The DIFF will provide you with a number of learning activities to enable you to determine your own understanding of the study unit. These will be found in the online environment so you will need to logon and complete these exercises although this can be completed in your own time within the course and will not be part of your formal assessment within the unit.

The answers to questions raised in these learning activities will usually be provided within the downloadable reading material for your study unit although in some cases you may be required to conduct some research of your own either online or through other methods.



Virtual and Recorded classrooms

Depending on your unit, it will either have live or recorded sessions.

If your unit is fully facilitated it will contain a number of virtual classroom sessions (VCs) and you will be expected to attend these when they are scheduled. These will be conducted online (see section 2.5 for further detail). If circumstances cause you to miss a class, rest easy. All our VCs are recorded, with every action, shared application, web tour, file transfer and more captured as they happened. It's just like being there, so you don't miss a thing

If your unit is a self-directed unit it will contain a number of recorded classroom sessions that you can access anytime you like 24X7.



Posting to an electronic discussion board

There will also be an opportunity for you to share your thoughts in a non-real time situation by posting your comments to the online discussion board. This is not unlike putting your comments on a traditional notice board where other students can walk past, read what you have written and make their own comments. Participation in the discussion board will form a part of your assessment within each study unit.

While each topic posted on the discussion board will have a certain timeliness of response (usually within 5 days), you will be able to post and respond to messages at any time of the day or night. You will not need to be online with your fellow students to leave a message.



2.7 What are the benefits of learning online? Isn't classroom learning better?

There are a number of benefits to you in learning online as compared to the equivalent course in a bricks and mortar environment. Some of these are:

The DIFF offered through the CBFCA enables its students to receive a consistent level of education right around Australia and even internationally. This is because the CBFCA can source out the most appropriate and experienced facilitators from around the country wherever they are located and bring their expertise together for the benefit of the students

In the online environment it is possible for the CBFCA to bring guest speakers into the virtual classrooms no matter where those guest speakers may be located around the world. This would be beyond the budget of most colleges due to the high cost of travel and accommodation required. You will also have the opportunity to interact with the guest speaker and ask questions to confirm details of the presentation - all without leaving your own desk.

There is clearly a saving for you in terms of travel times and costs, particularly when you might not be located in places that are geographically close to the traditional college classrooms.

Research suggests that your ability to retain learning in a course is actually enhanced within an online study environment. This is because an online course combines all of the senses: you not only get to hear a lecturer but you get to read the material and digest it in your own time. This type of learning appeals to all the senses rather than just the limited opportunities generated by attending a lecture in class.

We also believe that the learning environment is more relaxed when you can work at your own pace in completing assignments within your own learning environment – usually your own place of work or study.

2.8 What books and materials do I need to purchase for the course?

The prescribed textbook for the course is:

- Burke, Russell, *International Logistics and Freight Forwarding Manual* (4th edition).

This prescribed text is available for purchase through the CBFCA and costs \$170.50 + P & H. Further information, as well as purchasing, can be made at www.cbfca.com.au under the 'Products' menu.

There are no costs to download the learning materials other than the normal cost of Internet access through your Internet Service Provider (ISP).

We recommend having access to a good printer so you can download and print your learning materials. This is essential for good study technique as regular reference will be made to these readings. It is far easier to study from these materials in hard copy where you can make notes in the margins and highlight the specific areas you need to study.



2.9 How will I be assessed in the Diploma?

The DIFF units each have two or more assessments and the specific due dates for the assessments are given to you at the beginning of the semester so you can schedule the completion of these around holidays and work commitments.

2.10 Will someone show me how to find my way around the learning site on the Internet?

An orientation session will be provided to all enrolled students prior to the start of the semester. This will show you how to access your course and provide you with an outline of what the course area looks like and how to navigate your way around the online learning centre.

2.11 How much time do I need to commit each week to the Diploma?

In terms of your time commitment, you will need to set aside time every week to study **EACH** of the study units you are enrolled in. It is estimated that around 3-4 hours of study time is required each week for each of the study units you undertake.

It is important that you do not get behind in your studies, as playing 'catch up' is always difficult.

There may be live moderated virtual classroom sessions for your unit, and these are kept to one hour's duration. However, the majority of your time will be spent in:

- reading that topic's study material and digesting the information
- conducting any further research that may be necessary
- completing the assessable and non-assessable learning activities
- where a discussion board is provided, making comments on the material back to the facilitator and/or the group
- reflecting on your learning and/or communicating with your course moderator



3. Recognition of Prior Learning (RPL) option

Recognition of Prior Learning (RPL) is one way that you can have your current skills and knowledge assessed by a Registered Training Organisation to see if they meet today's industry standards.

Recognition of prior learning assessment recognises your skills and knowledge, no matter how, when or where your learning occurred.

Please contact the Training Team if you would like to know more about your RPL options.

Please note that fees for the RPL pathway are identical to those for classroom enrolment. While the RPL pathway is not a lower cost option it could facilitate a much quicker pathway through the Diploma if you have the evidence to demonstrate you have the necessary skills and knowledge to access this pathway.

4. Further study options for students

4.1 What if I want to use these DIFF study units for credit in a Vocational Education and Training (VET) institution such as TAFE?

Units completed in the Diploma will be nationally accredited and so all TAFE Colleges and private training organisations will recognise your Diploma units once completed.

Students completing units within the Diploma will be provided with a Statement of Attainment for each unit completed. Once the Diploma has been completed you will be provided with a full academic credential for the Diploma which will also be recognised by all national VET training providers.



5. Enrolment information

5.1 What are the Diploma fees and what study units are on offer?

The Diploma has a fee of \$2,500 for the complete qualification. There is NO requirement to make a complete upfront payment of \$2,500 for the entire Diploma. We operate on the premise that if you enrol in a unit, you pay for a unit. The table below outlines the individual unit fees.

	Abbrev.	Study unit name	Fees
Program One	SMI	TLIA5059 Plan and organise the international forwarding of freight by sea and multimodal transport	\$350
	RRI	TLIA5061 Plan and organise the international forwarding of freight by road and rail transport	\$150
	DPI	TLIE5020 Apply knowledge of freight forwarding documentation and permits	\$195
	LDI	TLIL5062 Apply knowledge of logistics, storage and distribution to international freight forwarding	\$120
	COR	TLIF0003 Develop and implement policies and procedures to ensure chain of responsibility compliance	\$100
Program Two	ATI	TLIA5060 Plan and organise the international forwarding of freight by air transport	\$300
	SCD	TLIL5064 Manage international special freight transport services including dangerous goods and special cargo	\$220
	CIR	TLIL5063 Review contracts, insurance, risk and liability in the international freight forwarding context	\$195
	SSI	TLIO5020 Advise on and manage security and safety in international freight transport	\$170
	MPC	BSBMGT502 Managing People Performance	\$350
		BSBCUS501 Manage Quality Customer Service	
BIO	TLIX5054 Comply with biosecurity border clearance	\$350	
Course total			\$2,500

*Students also have the option to take the elective CL1 – TLIX0001 Determine tariff classification of goods. The fee for this unit is \$350.

**The above table outlines the fee schedule for the course. Note that these fees are correct at the time of providing this information but are subject to change without notice. Fees for nationally recognised courses such as this Diploma are GST free.



5.2 When can I enrol in the Diploma?

With semesters starting in January and July of each year, the enrolment periods for these semesters are typically October (of the previous year) and May respectively. However, given the flexible nature of the course, we do accept enrolments for persons wishing to take study units that start mid-semester. Contact us to find out about flexible start times.

5.3 How do I enrol?

To enrol, go to www.cbfga.com.au and select Diploma of Int. Freight Forwarding from the Training drop down menu. A link to enrolments is at the bottom of the page.

5.4 What is the Recommended Course Schedule?

Your typical first semester	Your typical second semester
Program 1:	Program 2:
SMI (TLIA5059)	ATI (TLIA5060)
RRI (TLIL5061)	SCD (TLIL5064)
DPI (TLIE5020)	CIR (TLIL5063)
LDI (TLIL5062)	SSI (TLIO5020)
COR (TLIF0003)	MPC (BSBCUS501 / BSBMGT502)
	BIO (TLIX5054)

5.5 Not looking to take the entire Diploma?

If you are not looking to complete the entire Diploma you may prefer to take individual units within the course to meet your current or future occupational requirements. The modular design of the course makes this entirely possible and all such enrolments are welcome.



5.6 Semester Timetable

A copy of this document may be found on www.cbfga.com.au. Simply select Diploma of Int. Freight Forwarding from the Training drop down menu, a link to download the timetable for the Diploma of International Freight Forwarding can be found at the bottom of the page. The timetables are released prior to each semester, typically in October for Semester One, and in May for Semester Two.

5.7 Cancellation Policy

You will be eligible for a full refund of fees paid for a unit of study where written advice is received by the CBFCA prior to 0900 hours on the Monday of the week in which the study unit is scheduled to commence.

Online learning has deemed to have commenced once you have logged in and accessed the learning materials for a study unit. Where such a login has occurred for a study unit, no refund will be made for that study unit

5.8 Do I need good English skills?

English as a second language

As an international college, CBFCA welcomes students from various cultures into the Diploma and trusts that their learning experience with us is a pleasurable and productive one.

It is timely to mention however, if you do not have English as a first language, that the Diploma contains a large amount of academic language in the study material. The language used requires a higher level of written and spoken English than in other courses of study at a similar level and this is because the Course is based strongly around the reading and interpretation of the Australian Customs Act and other associated legislation. The CBFCA recommend you have an English proficiency level equivalent of achieving at least 7 out of 9 on all four components of the IELTS test.

If you are uncertain of your ability to manage the demands of written and spoken English in an academic or legislative setting, you are advised to consider taking one of the many courses available. These are often grouped under the heading of “English for Academic Purposes” and these are available from a number of sources in all locations within Australia and overseas. References to these can be found by conducting a Google search for that course title.

It is also important to note that many of our assessments in this course are strictly timed. This timing takes into account a normal amount of time for reading, interpreting and answering questions for students who are proficient in English. If your language skills are less than ideal in this situation you find yourself struggling to complete assessments in time and therefore jeopardise your opportunity to score all the marks available in the assessment tasks. If this is the case, you are strongly advised to seek out additional English language skills such as the course mentioned above.

Completion of an English for Academic Purposes course is optional and at your discretion and all course fees are your responsibility.



5.9 Language, Literacy and Numeracy Evaluation

Regulation Requirement

All vocation education and training in Australia is regulated by the Standards for Registered Training Organisations (the Standards), set by the federal government body the Australian Skills Quality Authority (ASQA). As a part of the Standards, we must evaluate your skills in certain areas, namely language, literacy and numeracy (LLN). This must take place prior to you commencing your studies with us.

All courses have a set minimum requirement regarding LLN which we must abide by. We can make appropriate concessions for LLN skills gaps for students where these concessions do not compromise the requirements of the course, or the integrity, equity, and fairness of the assessment task(s).

If you are identified as possessing a lower level of LLN than the minimum requirements for the course, then we will provide you with appropriate advice or support, dependent on the assessment outcome.

What is the LLN Evaluation?

All newly enrolled students of the ITALC are automatically entered into the Evaluation course. The Evaluation will enable you to determine your personal strengths and weaknesses in the areas of language, literacy and numeracy.

Knowing your own strengths and having them confirmed is empowering because it increases confidence. Understanding your weaker areas allows you to focus on specific tasks designed to build your skills in those areas, and hence your self-esteem and confidence as a learner.

This LLN Evaluation has been developed to evaluate your skills in reading, writing and numeracy and are a part of the 5 core skills that make up the Australian Core Skills Framework (ACSF). These skills have been identified as the basic skills that a person need in the community, classroom and workplace. The 3 skills checks will take no more than 45 minutes, allowing yourself 15 minutes for each one.

Is it compulsory?

Yes, under current government requirements, all students must complete the LLN Evaluation prior to commencing their studies with the ITALC. If you do not complete the Evaluation you will not be granted access to your enrolled units.

The ITALC wants to provide you with every opportunity to succeed in your studies. You are strongly encouraged to use this evaluation as a tool to improve your academic skills as well as your confidence with which you approach your studies.

Who can see my results?

The results of the Evaluation are confidential. The only people/person, other than yourself, who will be able to see your results are the ITALC staff. The results are not considered towards your Diploma and therefore will not be reported on your academic transcript.