

# **International Freight Forwarding Specialist**

## **Level 3 Assessment Plan**

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## 1. About this Assessment Plan

This document sets out the requirements for employers, education and training providers, independent end-point assessors and other apprenticeship stakeholders that are responsible for the end-point assessment of the International Freight Forwarding Specialist apprenticeship. The International Freight Forwarding Specialist apprenticeship was developed by employers for learners who are entering a career as a freight forwarder in international trade.

Full time apprentices will typically spend 18 months on-programme working towards the apprenticeship standard, with a minimum of 20% off-the-job training.

This plan has been developed by a group of employers from the international freight forwarding sector.

The sole focus of the end-point assessment plan is the end-point assessment which is undertaken by an apprentice at the end of their apprenticeship. The end-point assessment in this plan contains three components: a multiple choice test, observation of a practical observed role simulation and a professional discussion which includes an apprentice showcase. Together these provide a robust process to ensure a consistent outcome.

## 2. Assessment gateway

Once the apprentice has completed their minimum of 18 months of training, a formal meeting must be held with them. The end-point assessment itself must be then be completed within 6 months after the apprentice has been agreed as meeting the end-point assessment gateway requirements.

The assessment gateway meeting will include the people that have responsibility and accountability for the completion of the apprenticeship, for example: the line manager, on-programme assessor and /or a senior manager as appropriate to the business. The employer should work with their training organisation to ensure that end-point assessment requirements are fully understood by all participants in the meeting, seeking additional support and guidance as required.

The sole purpose of the meeting is for the employer to determine if the apprentice is ready to attempt the end-point assessment. The employer may wish to request and/or review reports from any trainers/training providers involved in supporting the apprentice throughout the programme. Such reports will help inform the employer's judgement and ensure they are confident in the assessment of the apprentice's readiness to undertake the end-point assessment.

The gateway requirements, which must be met before the apprentice is permitted to take the end-point assessment are:

- Completion of showcase of evidence
- The apprentice must meet the English and Mathematics requirement for Level 3 Apprenticeships; which is that apprentices without Level 2 English and Maths need to achieve this level prior to taking the end-point assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

Once the employer is satisfied the apprentice meets the requirements, they must notify an end-point assessment organisation that the apprentice is ready to take the end-point assessment. The end-point assessment organisation's independent assessor will then contact the employer to arrange the delivery of the end-point assessment.

### 3. End-point assessment

The end-point assessment ensures that all apprentices achieve International Freight Forwarding Specialist Standard. The assessment approach supports consistent and reliable judgements, ensuring independence where required, and contains a range of assessment components and methods including grading. The end-point assessment must be conducted by an organisation chosen by the employer from the Education & Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

#### End-point assessment methods

The assessment methods, multiple choice test, observed role simulation and professional discussion, have been agreed by employers to ensure that the overall assessment process is both broad and rigorous. Annex 1 illustrates how the assessment covers all areas and elements of the Standard.

Performance in the end-point assessment will result in the apprentice being awarded a distinction or a pass or being informed that they have failed the end-point assessment.

#### **Multiple choice test specification:**

**A multiple choice test taking 60 minutes covering all areas of knowledge in the Standard, namely; International Freight Movement, Customs Procedures, Business Finance and Freight Costings, Customer Service and one of the three pathways; Air Freight, Ocean Freight or Road Freight.**

The multiple choice test must comprise a total of 25 questions which assess the apprentice's understanding across the knowledge set out in the standard. The assessment will be set and marked by the end-point assessment organisation. It must consist of 20 multiple choice questions to test knowledge and 5 multiple choice questions based on role scenarios. Each multiple choice question must ask the candidate to select the one correct option of four presented to them. Each of the five role scenario questions must require the apprentice to choose, from the four stated options, the one course of action or solution that is most appropriate to the situation / problem which must be based on a typical international freight forwarding workplace activity.

Apprentices will complete their multiple choice test either onscreen or by completing a test paper. The test must take place away from the day to day pressures of work and in a 'controlled' environment, which may be on or off the employers' premises. The definition of a 'controlled environment' will be made by the end-point assessment organisation and explained by the independent end assessor prior to scheduling the test. This must include environmental requirements such as lighting, space, privacy and the requirements for an invigilator.

#### **Observed role simulation specification:**

**Two observed role simulations each lasting 30 minutes, which test areas of skills and behaviours relating to duties in core activities of International Freight Movement, Customs Procedures, Business Finance and Freight Costings, Customer Service and in one of the three pathways; Air Freight, Ocean Freight or Road Freight.**

**Each apprentice must take one core simulation and one pathway simulation.** The simulations must take place away from the day to day pressures of work and in a 'controlled' environment, which may be on or off the employers' premises. The definition of a 'controlled environment' will be made by the end-point assessment organisation and explained by the independent end assessor prior to scheduling the simulation. This must include environmental requirements such as lighting, space, privacy and the requirements of the assessor observe the simulation from a safe position.

Apprentices must carry out the duty in the observed role simulation while being observed and assessed by an independent assessor. Each observed role simulation is a simulation of a typical operational duty in freight forwarding and relates to specific training that will have been undertaken during the

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apprenticeship training programme prior to assessment. The observed role simulation will allow the apprentice to demonstrate skills, knowledge and behaviours within the job role.

The end-point assessment organisation will decide which two of the role simulations the apprentice will be asked to carry out during their end-point assessment. This will enable the EPAO to allocate an appropriately skilled and experience assessor. The duties to be covered by observed role simulations are:

**Core simulations:**

1. Customs Entry (Import)
2. NES Declaration (Export)
3. Basic manual Duty and VAT calculation
4. Prepare invoices in line with Incoterms
5. Use of Customs Tariff (Volumes 1, 2 & 3)
6. Commodity code classification
7. Completion of Common Documentation
8. Customer Quotation
9. Profit and Loss statement – identifying key elements
10. Customer Service – scenario

**Pathway simulations:**

1. Air Freight Pathway simulation
2. Ocean Freight Pathway simulation
3. Road Freight Pathway simulation.

**Professional Discussion specification:**

**A structured discussion lasting 65 minutes (with a 10% +/- tolerance), covering all knowledge and behaviours in Standard, namely; International Freight Movement, Customs Procedures, Business Finance and Freight Costings, Customer Service and one of the three pathways; Air Freight, Ocean Freight or Road Freight four areas of the Standard; Technical operations, Finance, Safety, and Contingency plans.**

The discussion will use a template developed by the end-point assessment organisation and will involve the apprentice and their independent end assessor. It allows the independent end assessor to ask the apprentice questions in relation to:

- Their understanding of their job role, duties and responsibilities
- Specific parts of the training they have received
- Personal development and reflection on the training they have received
- The 'apprentice showcase' prepared by the apprentice

The apprentice showcase is compiled after 18 months of on-programme learning, must be completed prior to the gateway and be submitted to the EPAO prior to the gateway meeting described above. The showcase is not a comprehensive portfolio covering all aspects of the standard, rather it is an opportunity to select a small number of items to be used by the apprentice in the professional discussion to exemplify important aspects of the work they carry out for their employer. The showcase must contain between 2 and no more than 5 pieces of evidence. These may be for example, international trade documents completed, calculations carried out by the apprentice or reports and briefings they have prepared for their employer. This evidence must relate to those areas of the Standard where Professional Discussion (PD) is indicated in Annex 1 as the assessment method. The employer and/or training provider should guide the apprentice in selecting key, appropriate evidence from their own work during the on-programme stage which they can use in the professional discussion to illustrate their professional competence at the level of the standard.

The discussion can be held either face-to-face or remotely using appropriate technology. In either case, the professional discussion must be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work. Where the discussion is not face-to-face, independent end assessors

must ensure adequate controls are in place to maintain fair and accurate assessment. Each end-point assessment organisation must develop and use a standard template which can be contextualised to each apprentice's workplace, to ensure that standards are secure but interviewers are able to focus on key areas for confirmation of performance and effective appraisal of the evidence base. This will ensure that consistent approaches are taken and that all key areas are appropriately explored.

The independent end assessor will make the final decision as to the outcome of the professional discussion. The template will record full details of the outcome.

#### **4. End-point assessment final judgement**

An Independent Assessor appointed by the end-point assessment organisation will undertake the assessment of the three components of the end-point assessment outlined in this plan. They will have the responsibility to make the decision on the grade of each component and will determine the final grade based on the guidance provided in this plan. They will then produce a report on their assessment of the apprentice and the rationale for their decision on the final grade.

#### **5. Independence**

The end-point assessment organisation must ensure that assessors selected to assess individual apprentices are fully independent of that apprentice. They should not have had any involvement with the recruitment and on-programme training or assessment of the apprentice. Independence and impartiality are achieved through the independent end assessment being facilitated through approved independent end assessment tools developed by end-point assessment organisations. This approach ensures independence in the following ways:

1. The knowledge test result cannot be influenced by the independent end assessor, ensuring that there is no other influencing factor. This is achieved by the design of the system and questions within it by an end-point assessment organisation and strict invigilation requirements in line with examination best practice.
2. Independent end assessors are required to use tools for the observed role simulation and professional discussion developed by end-point assessment organisations, including rigorous external quality assurance. Therefore any decision made by the independent end assessor is subject to quality assurance by the organisation who have designed the assessment materials.
3. EPAOs will ensure that independent end assessors conform to the requirements for an independent end assessor.

This integrated assessment model guarantees secure and consistent assessment against the standard, and ensures that evidence is recorded and 'auditable' i.e. subject to standardisation processes through external quality assurance by end-point assessment organisations on a regular and appropriate basis. Internal quality assurance will be delivered through end-point assessment organisations on the ESFA register. This provides an additional level of independence ensuring that the quality assurance process focusses on valid, accurate and reliable judgements.

## 6. End-point grading

**Each of the three assessment components of the end-point assessment are graded Fail, Pass or Distinction.**

To achieve an overall achievement of a **Pass** in the end-point assessment, a minimum of a Pass must be achieved separately in **each** of the three assessment components if the apprentice is to pass the end-point assessment. An overall pass mark will therefore only be awarded where the apprentice scores a minimum of 15/25 in the multiple choice test and a minimum of a Pass in both the role simulation and professional discussion tests.

Overall achievement of a **Distinction** in the end-point assessment requires the apprentice to score a minimum of 22/25 in the multiple choice test and a minimum of a Distinction in both the role simulation and professional discussion tests.

An overall **Fail** will result if the apprentice does not achieve a minimum of a pass one or more of the three assessment components. An overall Fail mark will therefore be awarded in where the apprentice scores a 14/25 or less in the multiple choice test, or a Fail in the role simulation or a Fail in the professional discussion tests.

### End-point assessment component grading descriptors

#### The Multiple Choice Test

This will assess the knowledge elements of the standard that are shown in Annex 1 as being assessed by the means of the multiple choice test (MC).

Using the grading and grade boundaries as described above, this 25 question test will be marked and graded as follows:

- Fail = Score of 14/25 or less
- Pass = Score of between 15/25 and 21/25
- Distinction = Score of 22/25 or more

### Grading of observed role simulation and professional discussion

Table 3 (overleaf) sets out:

- The knowledge elements of the standard which must be assessed through the professional discussion and their associated grading descriptors.
- The skills elements of the standard which must be assessed through the professional discussion and their associated grading descriptors.
- The skills elements of the standard which must be assessed through the chosen two observed role simulations and their associated grading descriptors.
- The behaviour elements of the standard which must be assessed through the observed role simulation and the professional discussion.

**Table 3: Grading descriptors for Observed Role Simulation and Professional Discussion/Professional Discussion Apprentice Showcase**

<b>Knowledge, Skills and Behaviours</b>		<b>Grading Descriptor</b>		
		<b>Distinction</b>	<b>Pass</b>	<b>Fail</b>
<b>What knowledge must be recalled</b>				
<b>Assessment Method</b>	<b>Core: International Freight Movement</b>			
<b>PD</b>	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.	Describes the structure and organisation of the freight forwarding industry. Uses correct and context-appropriate technical terms to describe trade processes.	Outlines the structure and organisation of the freight forwarding industry. Uses technical terms to describe trade processes.	Unable to outline the structure and organisation of the freight forwarding industry. Does not use any technical terms to describe trade processes.
<b>PD</b>	International freight documentation and cargo booking procedures.	Describes international freight documentation and cargo booking procedures. Uses correct and context-appropriate technical terms to describe trade processes.	Outlines international freight documentation and cargo booking procedures. Uses correct technical terms to describe trade processes.	Unable to outline international freight documentation and cargo booking procedures. Does not use any technical terms to describe trade processes or uses terms incorrectly.
<b>PD</b>	The use of documentary letters of credit to reduce financial risk in international trade	Explains the process in which documentary letters are used in international trade.	Outlines the use of documentary letters in international trade.	Is not able to outline the way documentary letters are used in international trade.
	<b>Core: Customs Procedures</b>			
<b>PD</b>	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.	Explains all key differences between UK, EU and international customs procedures. Gives examples of customs procedure codes. Uses appropriate technical terms to describe trade processes.	Outlines the differences between UK, EU and international customs procedures. Correctly describes the nature of customs procedure codes. Uses technical terms to describe trade processes.	Unable to outline the differences between UK, EU and international customs procedures. Cannot describe any customs procedure codes Does not use any technical terms to describe trade processes or uses terms incorrectly.



	<b>Core: Business Finance and Freight Costings</b>			
<b>PD</b>	Business accountancy and taxation principles. The importance of accurate invoicing, billing and accruals when operating systems.	Describes specific business accountancy and taxation principles. Explains the importance of accurate invoicing, billing and accruals when operating systems.	Outlines business accountancy and taxation principles. Answers show understanding of the importance of accurate invoicing, billing and accruals when operating systems.	Unable to outline business accountancy and taxation principles. Answers do not show understanding of the importance of accurate invoicing, billing and accruals when operating systems.
<b>PD</b>	Pricing, spot-quoting and their wider commercial benefits.	Showcase material gives examples of how pricing and spot-quoting are used in international trade. Gives examples of the commercial benefits of spot-quoting.	Showcase material outlines how pricing and spot-quoting are used in international trade. Gives an example of the commercial benefits of spot-quoting.	Unable to outline how pricing and spot-quoting are used in international trade. Unable to provide an example of spot-quoting.
	<b>Core: Customer Service</b>			
<b>PD</b>	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.	Explains why accurate and timely communication is important, whether with customers both internally and externally to own organisation. Gives various examples of the application of the principles of customer service, customer relationship management and complaint handling.	States the importance of accurate and timely communication with customers both internally and externally to own organisation. Gives an example of the application of one of the principles of customer service or customer relationship management or complaint handling.	Unable to state the importance of accurate and timely communication with customers both internally and externally to own organisation.
	<b>Pathway 1 Air Freight</b>			
<b>PD</b>	The purpose, function, structure and organisation of the air freight industry. The role of key regulatory and trade organisations in world-wide air freight, including airport authorities and handling agents.	Describes the purpose, function, structure and organisation of the air freight industry. Describes with specific examples, the role of key regulatory and trade organisations in	Outlines the purpose, function, structure and organisation of the air freight industry. States the role of key regulatory and trade organisations in world-wide air freight,	Unable to outline the purpose, function, structure and organisation of the air freight industry.

		world-wide air freight, including airport authorities and handling agents	including airport authorities and handling agents	
<b>PD</b>	Current trends in the international air freight market.	States and discusses with specific examples current trends in the international air freight market.	States current general trends in the international air freight market.	Unable to state current trends in the international air freight market.
<b>PD</b>	The rules and regulations relating to aviation security.	Describes with specific examples, the rules and regulations relating to aviation security.	States the general nature of rules and regulations relating to aviation security.	Unable to state the rules and regulations relating to aviation security.
	<b>Pathway 2 Ocean Freight</b>			
<b>PD</b>	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.	Describes the purpose, function, structure and organisation of the ocean freight industry. Describes with specific examples, the role of key regulatory and trade organisations in world-wide shipping including port authorities.	Outlines the purpose, function, structure and organisation of the ocean freight industry. States the general role of key regulatory and trade organisations in world-wide shipping including port authorities.	Unable to outline the purpose, function, structure and organisation of the ocean freight industry.
<b>PD</b>	Current trends in the international ocean freight market. The organisation and operation of world-wide containerised shipping.	States and discusses with specific examples current trends in the international ocean freight market. Explains the organisation and operation of world-wide containerised shipping.	States current general trends in the international ocean freight market. Outlines the organisation and operation of world-wide containerised shipping.	Unable to state current trends in the international ocean freight market.
	<b>Pathway 3 Road Freight</b>			
<b>PD</b>	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.	Describes the purpose, function, structure and organisation of the international road freight Industry and with specific examples the role of key	Outlines the purpose, function, structure and organisation of the international road freight Industry and the role of key regulatory and trade	Is unable to outline the purpose, function, structure and organisation of the international road freight Industry and the role of key regulatory and trade

		regulatory and trade organisations in international road freight.	organisations in international road freight.	organisations in international road freight.
<b>PD</b>	Current trends in the international road freight market.	States and discusses with specific examples current trends in the international road freight market.	States current general trends in the international road freight market.	Is unable to state current trends in the international road freight market.
<b>PD</b>	Regulation of driving hours and working times in the UK and internationally.	Explains with specific examples the regulations concerning driving hours and working times in the UK and internationally.	States the nature of regulations covering driving hours and working times in the UK and internationally.	Unable to state the rules and regulations relating to driving hours and working times in the UK and internationally.
<b>PD</b>	Documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.	Explains with specific examples the documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.	States the general nature of documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.	Unable to state the documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.
<b>PD</b>	The principles of load planning and vehicle/container loading.	Explains with specific examples the principles of load planning and vehicle/container loading.	States the general principles of load planning and vehicle/container loading.	Unable to state the principles of load planning and vehicle/container loading.
<b>PD</b>	Manual and ICT systems used to route and schedule vehicle movements.	Explains with specific examples manual and ICT systems used to route and schedule vehicle movements.	States the general nature of manual and ICT systems used to route and schedule vehicle movements.	Unable to state the manual and ICT systems used to route and schedule vehicle movements.
<b>PD</b>	Safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls.	Describes with specific examples the safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls	Identifies the general nature of safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls	Unable to state the safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls
<b>What Skills must be demonstrated</b>		<b>Grading Descriptor</b>		

	<b>Core: International Freight Movement</b>	<b>Distinction</b>	<b>Pass</b>	<b>Fail</b>
<b>PD</b>	Create international transit documentation.	Provides evidence of various forms of completed international transit documentation.	Provides one example of completed international transit documentation.	Unable to provide evidence of completed international transit documentation.
<b>ORS</b>	Accurately enter data regarding goods being imported or exported into generic or bespoke ICT systems.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>ORS</b>	Rate shipments for specific modes of transport in line with Incoterms.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>ORS</b>	Book, plan and monitor international shipments – using manual or ICT systems - in accordance with the rules and regulations that apply to that area of the world and to the goods consigned.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
	<b>Core: Customs Procedures</b>			
<b>ORS</b>	Prepare the Single Administrative Document (C88 in UK) for export (National Export System) and import declarations.  Produce accurate customs declarations & valuations.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>ORS</b>	Use data systems to prepare and submit the information required by	Follows correct process at all times and completes	Completes the task. Approach to task shows	Fails to complete the task. Approach shows a lack of

	customs authorities as part of the management of the international movement of goods.	the task. Approach to task shows complete understanding and application of underpinning knowledge.	understanding of underpinning knowledge.	understanding of the knowledge that underpins the task.
<b>PD</b>	Use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty and perform duty, VAT & excise calculations.	Explains with specific examples how to use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty. Explains with specific examples how to perform duty, VAT & excise calculations	Outlines how to use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty. Outlines how to perform duty, VAT & excise calculations	Unable to outline how to use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty. Unable to state how to perform duty, VAT & excise calculations
	<b>Core: Business Finance and Freight Costings</b>			
<b>ORS</b>	Produce freight costings and invoices in line with incoterms and relevant charges.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>PD</b>	Deal with the effects of currency conversion on pricing and invoicing calculations.	Explains with specific examples how to deal with the effects of currency conversion on pricing and invoicing calculations.	Outlines how to deal with the effects of currency conversion on pricing and invoicing calculations.	Unable to outline how to deal with the effects of currency conversion on pricing and invoicing calculations.
<b>PD</b>	Apply costs and revenues and is aware of desired margins.	Explains with specific examples how to apply costs and revenues and states desired margins in own organisation.	Outlines how to apply costs and revenues and is explains the principles of desired margins.	Unable to outline how to apply costs and revenues and not able to explain the principles of desired margins.
<b>PD</b>	Prepare quotes for service.	Provides various examples of quotes for service and explains their purpose	Provides one example of a quote for service and states its purpose.	Provides an example of a quote for service but is unable to state their purpose.
	<b>Core: Customer Service</b>			

<b>PD</b>	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.	Provides evidence from their own job role of the importance of positive relationships with clients and customers and the impact this has on service quality and resolving problems.	Shows an appreciation of the importance of positive relationships with clients and customers. Can explain how these impact on service quality and resolving problems.	Fails to show an appreciation of the importance of positive relationships with clients and customers. Unable to explain how these impact on service quality and resolving problems.
	<b>Pathway 1: Air Freight</b>			
<b>ORS</b>	Calculate air freight prices and create quotes for customers.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>PD</b>	Complete all the relevant transport documentation required for the air freight industry and the operations of own organisation. Arrange the movement of all types of aircraft shipments.	Provides examples of completed transport documentation from the operations of own organisation and explains their purpose	Provides one example of transport documentation from the operations of own organisation and states its purpose.	Provide an example of transport documentation from the operations of own organisation but is not able to state its purpose.
	<b>Pathway 2: Ocean Freight</b>			
<b>ORS</b>	Calculate sea freight prices for both full container loads and less than full container loads and create quotes for customers.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>ORS</b>	Complete all the relevant transport documentation required for the ocean freight industry and the operations of own organisation. Arrange the movement of all types of ocean shipments.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
	<b>Pathway 3: Road Freight</b>			

<b>ORS</b>	Calculate road freight prices and create quotes for customers.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>PD</b>	Allocate loads to vehicle types and advise on the efficient and safe loading of containers and vehicles.	Explains with specific examples how to allocate loads to vehicle types and describes the procedures used in own company to ensure the efficient and safe loading of containers and vehicles.	Describes how to allocate loads to vehicle types and describes the procedures that are used to ensure the efficient and safe loading of containers and vehicles.	Unable to outline how to allocate loads to vehicle types and unable to describe any procedures that are used to ensure the efficient and safe loading of containers and vehicles.
<b>PD</b>	Read tachograph data relating to driving hours and an appreciation of transit times within the EU.	Explains with specific examples how to read tachograph data relating to driving hours. Gives specific examples of transit times within the EU and explains how these relate to driving hours regulations.	Outlines how to read tachograph data relating to driving hours. Describes the range of transit times within the EU and is able to relate these to driving hours' regulations.	Unable to outline how to read tachograph data relating to driving hours. Unable to describe the concept of transit times and is not able to relate these to driving hours' regulations.
<b>ORS</b>	Route and schedule international road transport shipments.	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>PD</b>	Complete all the relevant transport documentation required for the road freight industry and the operations of own organisation	Follows correct process at all times and completes the task. Approach to task shows complete understanding and application of underpinning knowledge.	Completes the task. Approach to task shows understanding of underpinning knowledge.	Fails to complete the task. Approach shows a lack of understanding of the knowledge that underpins the task.
<b>What behaviours need to be exhibited</b>		<b>Grading Descriptor</b>		

		<b>Distinction</b>	<b>Pass</b>	<b>Fail</b>
<b>ORS</b>	Shows commercial acumen.	Approach to the task and their performance shows them being proactive or acting in a commercial or entrepreneurial way.	Approach to the task and their performance shows an appreciation of the importance of being proactive or acting in a commercial or entrepreneurial way.	Approach to the task and their performance shows no appreciation of the importance of being proactive or acting in a commercial or entrepreneurial way.
<b>ORS</b>	Is entrepreneurial.			
<b>ORS</b>	Is proactive.			
<b>ORS</b>	Highly organised, careful and diligent in data entry and written work.	Approach to the task and their performance shows them to be highly organised, careful and diligent in data entry and written work.	Approach to the task and their performance shows an appreciation of the importance of being highly organised, careful and diligent in data entry and written work.	Approach to the task and their performance shows no appreciation of the importance of being highly organised, careful and diligent in data entry and written work.
<b>PD</b>	Seeks to learn from experienced colleagues and team members.	Provides evidence from their own job role of the importance of learning from colleagues and peers.	Shows an appreciation of the importance of learning from colleagues and peers	Fails to show an appreciation of the importance of learning from colleagues and peers.
<b>PD</b>	Is open to feedback on work performance.			
<b>ORS</b>	Seeks to build respect among colleagues and customers. Demonstrates teamwork. Communicates accurately and effectively with colleagues and customers.	Approach to the task and their performance shows that they know specific techniques for creating positive relationships with clients and customers and the impact this has on service quality and resolving problems.	Approach to the task and their performance shows an appreciation of the importance of positive relationships with clients and customers.	Approach to the task and their performance shows no appreciation of the importance of positive relationships with clients and customers.
<b>PD</b>	Is a good listener.	Performance in the PD demonstrates that they listen to others and seek clarity when they have not understood questions or comments put to them.	Performance in the PD demonstrates that they are attentive in listening to others.	Performance in the PD demonstrates that they are inattentive in listening to others.



## Re-sits and re-takes

Apprentices who fail one or more end-point assessment method will be offered the opportunity to take a resit/re-take. Resit/re-takes must not be offered to apprentices wishing to move from pass to distinction. A resit does not require further learning whereas a re-take does. A re-sit can only be taken within a minimum of 30 working days and a maximum of 90 working days following their first attempt at the end-point assessment.

If an apprentice fails to meet the overall pass grade after a re-sit, their employer and training provider must review the apprentice's end-point assessment performance and decide whether or not they require further learning and training before attempting to re-take. The employer should then notify the EPAO when they feel the apprentice will be ready to attempt the end-point assessment. The maximum grade awarded for a re-sit or re-take will be capped at a pass grade unless the EPAO identifies exceptional circumstances accounting for the original fail.

## 7. Summary of roles and responsibilities

**The Employer:** The employer will support the apprentice throughout their training and conduct regular reviews to monitor their progress throughout the apprenticeship. The employer will determine when the apprentice should be put forward for the gateway and end-point assessment. They will select an end-point assessment organisation to administer the end-point assessment.

**The Training Provider:** The training provider will work in partnership with the employer and selected end-point assessment organisation to ensure that the apprentice is able to undertake all three elements of the end-point assessment, including gathering the evidence of development and achievement. They will provide regular reports of the apprentice's progress to the employer to enable them to determine the readiness and timeframe for the apprentice's end-point assessment. Lastly, they will provide any additional support needed to help the apprentice achieve their learning outcomes and prepare for all elements of the end-point assessment.

**The End-point Assessment Organisation:** The end-point assessment organisation must be on the ESFA's Register of end-point assessment organisations. They will devise/administer the end-point assessment according to the end-point assessment plan. They will ensure assessors have a recognised professional qualification gained through formal training.

## 8. Internal quality assurance

The end-point assessment organisation (EPAO) must have quality assurance procedures adhering to best practice and their regulator's requirements. These must include minimum occupational competence requirements for assessors and markers, annual assessment and standardisation training for markers and assessors and consistency across test conditions.

The EPAO must have a sound understanding of the International Freight Forwarding sector and the assessment requirements for this Standard. This must be combined with expertise to develop and administer the assessment tools required and the capability to deliver assessments at the scale and with the levels of service and geographical coverage required.

The EPAO is specifically responsible for:

- Creation and maintenance of a question bank for the multiple choice test.
- Creation and maintenance of the eight observed role simulations as described in this end-point assessment Plan
- Development of a bank of questions for the professional discussion.

The EPAO must use suitably experienced assessment staff to administer these assessment tools in line with the requirements of this end-point assessment plan. They also need to employ independent assessors who are capable of overseeing and undertaking the components of assessment, namely:

- Review of the apprentice showcase evidence prior to the professional discussion.

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- Administration and marking of the multiple choice test.
- Administration and marking of the observed role simulation
- Leading and assessing the professional discussion.

All independent assessors must meet the general requirements for assessment and verification qualifications and expertise in assessment principles and practices that are laid out by end-point assessment organisations. They must also meet end-point assessment organisation requirements for occupational competence in the International Freight Forwarding sector. There is no definitive qualification for assessors, but independent assessors must be able to demonstrate to the EPAO that they possess practical and up-to-date knowledge of current working practices in the International Freight Forwarding sector, for example through having at least 3 recent years' work experience in the duties covered by the International Freight Forwarding Specialist Standard. Independent assessors must undertake continuous professional development to maintain their own sectoral knowledge and skills. EPAOs must ensure that independent assessors have appropriate knowledge and relevant experience relating to the particular Pathway/s they will be assessing.

Once assessment has been undertaken, the EPAO is responsible for:

- Marking and grading of the knowledge test component
- Verification of assessor judgements of the observed role simulation
- Verification of assessor judgements of the professional discussion
- Standardisation of overall assessment judgements
- Secure recording and storage of all assessment decisions
- Verification of achievement of apprenticeship certificate and administration of the certification process

Moderation, verification and standardisation of the assessment judgements must be part of the EPAO's internal quality assurance system. The judgement of the independent assessor must be subject to moderation and verification by the EPAO's quality assurance team. Quality assurance team staff must have quality assurance qualifications.

EPAOs will monitor the assessment process and verify the assessment judgements to ensure consistency across assessors and across employers. This must be performed on a risk basis, i.e. new or poorly performing assessors must have every element of every assessment quality assured, but established, high performing assessors can be quality assured on a sampling basis, with at least one assessment component being subject to either desk based or live internal quality assurance activity.

EPAOs must hold standardisation events for their assessors at least every six months to ensure consistency in the practice of marking multiple choice tests, observed role simulations and professional discussions.

## **9. External quality assurance**

British International Freight Association (BIFA) have agreed to carry out the external quality assurance function for this standard. No profit will be made by BIFA through conducting this EQA activity.

## **10. Implementation**

In order to establish the affordability of the International Freight Forwarding Specialist apprenticeship, consultations were conducted with the main providers of the current apprenticeships in the logistics sector. We have stressed the importance of a robust assessment gateway process as a way to minimise re-sit costs.

The knowledge test and observed role simulation can be held in-house of the employer in agreement with the end-point assessment organisation to keep costs at a minimum, however this is for the employer to agree with their end-point assessment organisation.

## Annex 1: How Assessment Methods Map to the Standard

This table provides a cross-reference between all the elements of the standard and the assessment methods chosen by the employer group.

**MC = Multiple Choice Test, ORS = Observed role simulation, PD = Professional Discussion**

	<b>Knowledge</b>		<b>Skills</b>	
<b>Area of Standard</b>	<b>Has a practical understanding of:</b>	<b>Assessment Method</b>	<b>Is able to:</b>	<b>Assessment Method</b>
<b>Core: International Freight Movement</b>	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.	<b>PD</b>	Create international transit documentation.	<b>PD</b>
	World geography, political boundaries, time zones and travel times.	<b>MC</b>	Accurately enter data regarding goods being imported or exported into generic or bespoke ICT systems.	<b>ORS</b>
	The principles underpinning the regulatory systems that apply to freight forwarding and the import and export of goods and the function of the key regulatory organisations.	<b>MC</b>	Rate shipments for specific modes of transport in line with Incoterms.	<b>ORS</b>
	The terms of international sales (Incoterms) and their role in trade and customs valuation.	<b>MC</b>	Book, plan and monitor international shipments – using manual or ICT systems - in accordance with the rules and regulations that apply to that area of the world and to the goods consigned.	<b>ORS</b>
	International freight documentation and cargo booking procedures.	<b>PD</b>		
	The range and characteristics of road, ocean, and air transport and the determinants of their use in freight forwarding.	<b>MC</b>		
	The role of freight forwarders in the selection of modes of transport as goods are moved around the world.	<b>MC</b>		
	The importance of marine insurance and carrier's liability.	<b>MC</b>		

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	The classifications of hazardous goods and the restrictions applied to their movement.	<b>MC</b>		
	The use of documentary letters of credit to reduce financial risk in international trade	<b>PD</b>		
<b>Core: Customs Procedures</b>	The key features of international customs and excise regimes and special procedures.	<b>MC</b>	Prepare the Single Administrative Document (C88 in UK) for export (National Export System) and import declarations.  Produce accurate customs declarations & valuations.	<b>ORS</b>
	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.	<b>PD</b>	Use data systems to prepare and submit the information required by customs authorities as part of the management of the international movement of goods.	<b>ORS</b>
	Entry, transit and exit procedures that apply to goods being imported and exported.	<b>MC</b>		
	The key contents of the Integrated Tariff of the United Kingdom (UK Trade Tariff)	<b>MC</b>	Use UK Trade Tariff to obtain correct information relating to commodity codes, VAT and duty and perform duty, VAT & excise calculations.	<b>PD</b>
	How to find out about the preferences/trade agreements that may apply in international trade.	<b>MC</b>		
	The application of excise duties to imported and exported goods.	<b>MC</b>		
<b>Core: Business Finance and Freight Costings</b>	Business accountancy and taxation principles. The importance of accurate invoicing, billing and accruals when operating systems.	<b>PD</b>	Produce freight costings and invoices in line with incoterms and relevant charges.	<b>ORS</b>
	Pricing, spot-quoting and their wider commercial benefits.	<b>PD</b>	Deal with the effects of currency conversion on pricing and invoicing calculations.	<b>PD</b>
			Apply costs and revenues and is aware of desired margins.	<b>PD</b>
			Prepare quotes for service	<b>PD</b>

<b>Core: Customer Service</b>	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.	<b>PD</b>	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.	<b>PD</b>
<b>Pathway 1 Air Freight</b>	The terminology used in air freight services.	<b>MC</b>	Calculate air freight prices and create quotes for customers.	<b>ORS</b>
	The purpose, function, structure and organisation of the air freight industry. The role of key regulatory and trade organisations in world-wide air freight, including airport authorities and handling agents.	<b>PD</b>	Complete all the relevant transport documentation required for the air freight industry and the operations of own organisation. Arrange the movement of all types of aircraft shipments.	<b>PD</b>
	Current trends in the international air freight market.	<b>PD</b>		
	Documentation used in international air freight, including; invoices, air waybills, certificates of origin, Air Cargo Tariff and Rules (TACT) and OAG World Airways Guides.	<b>MC</b>		
	The rules and regulations relating to aviation security.	<b>PD</b>		
<b>Pathway 2 Ocean Freight</b>	The terminology and key documentation used in shipping lines, container services and ports authorities.	<b>MC</b>	Calculate sea freight prices for both full container loads and less than full container loads and create quotes for customers.	<b>ORS</b>
	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.	<b>PD</b>	Complete all the relevant transport documentation required for the ocean freight industry and the operations of own organisation. Arrange the movement of all types of ocean shipments.	<b>ORS</b>
	Current trends in the international ocean freight market. The organisation and operation of world-wide containerised shipping.	<b>PD</b>		
	The purpose and usages of the different container types and their respective benefits	<b>MC</b>		

	Documentation used in international ocean freight, including; bills of lading/sea waybills, export cargo shipping instructions.	<b>MC</b>		
	Ocean shipment types and the basis for ocean freight pricing.	<b>MC</b>		
<b>Pathway 3 Road Freight</b>	The terminology used in international road freight services.	<b>MC</b>	Calculate road freight prices and create quotes for customers.	<b>ORS</b>
	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.	<b>PD</b>	Allocate loads to vehicle types and advise on the efficient and safe loading of containers and vehicles.	<b>PD</b>
	Current trends in the international road freight market.	<b>PD</b>	Read tachograph data relating to driving hours and an appreciation of transit times within the EU.	<b>PD</b>
	Regulation of driving hours and working times in the UK and internationally.	<b>PD</b>	Route and schedule international road transport shipments.	<b>ORS</b>
	Documentation used in international road freight services, including; road consignment notes (CMRs), operator's licence and vehicle documentation.	<b>PD</b>	Complete all the relevant transport documentation required for the road freight industry and the operations of own organisation	<b>PD</b>
	The principles of load planning and vehicle/container loading.	<b>PD</b>		
	Manual and ICT systems used to route and schedule vehicle movements.	<b>PD</b>		
	Safety and security issues in international road transport including issues related to 'clandestine entrants' seeking to avoid customs controls.	<b>PD</b>		
<b>Core: Behaviours</b>	<b>Behaviours as specified in the Standard</b>			
	<b>Apprentices must develop the following behaviours which are integral to successful performance in the workplace. These are:</b>			

	Shows commercial acumen.	<b>ORS</b>	
	Is entrepreneurial.	<b>ORS</b>	
	Is proactive.	<b>ORS</b>	
	Highly organised, careful and diligent in data entry and written work.	<b>ORS</b>	
	Seeks to learn from experienced colleagues and team members.	<b>PD</b>	
	Is open to feedback on work performance.	<b>PD</b>	
	Seeks to build respect among colleagues and customers. Demonstrates teamwork. Communicates accurately and effectively with colleagues and customers.	<b>ORS</b>	
	Is a good listener.	<b>PD</b>	