

WORLD SKILLS SINGAPORE 2023
TECHNICAL DESCRIPTION
FREIGHT FORWARDING



Skill Competition

1. This competition covers extensive knowledge of movement of freight from one location to another on behalf of a customer.
2. For the competition, competitors must be familiar with the different modes of transport including road, rail, air or sea, or a combination of these, on a commercial basis and within legal and financial framework.
3. Competitors must also demonstrate specific expertise to ensure that the necessary documentation conforms to the customs, insurance and international regulations governing international transportation (eg. IATA Convention, Maritime Law, ICC Code).
4. Conducted as an individual event, competitors are given 20 hours over 2 days to complete the Test Projects for this competition.

Scope of Work

5. Competitors must be able to demonstrate competencies in the following areas:
 - 5.1. Work Organisation and Management
 - a) Manage the core functions of the role
 - b) Respond efficiently to the peaks and troughs of business
 - c) Solve or mitigate the consequences of issues that arises in the normal course of business
 - d) Maintain an efficient and secure work space
 - e) Take account of the need for sustainable working and solutions
 - f) Maintain due process and accountability when under pressure
 - g) Respond efficiently to exceptional circumstances
 - h) Apply knowledge of the following areas:
 - Place of freight forwarding within industry and commerce
 - Place of freight forwarding within a range of organization types
 - The boundaries of freight forwarding roles
 - The impact on the role of 24-hour global operations
 - Human geography in terms of climate, time zones and infrastructure
 - The key risks impacting on the efficient movement of goods

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- The hazards and risks to health and safety from the movement of goods
- The need for sustainable solutions to the movement of goods
- The obligations associated with the role to business, colleagues and customers

5.2. Customer Relations

- a) Apply the framework of the law to communication with the customer verbally and in writing
- b) Maintain clarity both ways during interactions
- c) Provide the customer with confidence and value for money within the available flexibilities
- d) Prepare the customer for associated risks and uncertainty where these apply
- e) Acquire new customers and business through visits, presentations and value added services
- f) Apply knowledge of the following areas:
 - Principles of behavior when working with and for customers
 - Business's policy and positions in relation to the type of customer and goods
 - Cultural norms and expectations
 - Range of customers' preferred communication forms

5.3. Business Transactions

- a) Make financial decisions based on understanding of customer behavior
- b) Make cost-benefit calculations in order to recommend particular plans of action
- c) Handle and safeguard personal and other sensitive data
- d) Risk assess the implications of the agreements
- e) Assess insurance needs, take out insurance and make insurance claims based on loss or damage
- f) Apply the framework of law to initiate, conclude and fulfil agreements
- g) Apply knowledge of the following areas:
 - The general and specific options and procedures for the movement of goods including road, rail, air and sea
 - The geographic pre-requisites for optimal route planning

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- The industry-specific options for tracking and monitoring the movement of goods
- The implications of customs and foreign trade legislation
- The contents of sales agreements, other relevant contracts, and their uses in business
- The legal framework for the handling of personal and sensitive data
- The principles of insurance and their applications to the movement of goods
- The basic of employment law
- Revenues and expenses

5.4. Costing and Pricing

- a) Make records of income and outgoings
- a) Compare and assess banking services involving national and international transactions, taking their terms into account
- b) Research the relevant toll systems and incorporate in cost analyses
- c) Calculate import charges
- d) Calculate purchase costs, comparing rates and conditions
- e) Make and justify qualitative and quantitative choices based on price/performance ratios
- f) Carry out calculations on volume and price
- g) Check calculations and generate invoices
- h) Carry out trade costing including import and export calculations and cost accounting
- i) Calculate prices and price discounts
- j) Compare quotations
- k) Identify and interpret industry-specific labelling and safety requirements for sensitive, urgent and hazardous goods
- l) Apply knowledge of the following areas:
 - The principles and formal requirements of accounting
 - How to analyse and allocate receipts
 - The purpose of forms for saving and financing
 - The principles and practices underlying national and international payment transactions
 - Methods for identifying, labelling and transporting sensitive, urgent and hazardous goods

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5.5. Information and Communication Technology

- a) Maintain and upgrade IT skills to meet organizational needs and trends
- b) Use IT in a safe, responsible and appropriate manner
- c) Use IT for all aspects of business transactions, including:
 - Written communications
 - Sourcing suppliers, obtaining quotations and orders
 - Agreement, delivery notes
 - Invoices
 - Payment
- d) Arrange information for accessibility to authorized users according to need
- e) Apply ICT to win and sustain business, including through the design and delivery of presentations, feedback, and data
- f) Apply knowledge of the following areas:
 - A range of standard software
 - In house software
 - In house protocols for the maintenance and safety of the business's networks
 - The use of ICT for the analysis and administration of customer needs and services
 - Safe working practice for the use of ICT
 - The use of ICT for marketing and PR purposes

5.6. Contingency Management

- a) Research legal options for industry-specific problems in handling transactions
- b) Deal with industry-specific problems in an appropriate manner
- c) React appropriately to contractual irregularities
- d) Explain and record the line of action taken
- e) Respond to emergencies and critical incidents
- f) Treat emergencies and critical incidents as a basis for quality development
- g) Apply continuous quality improvement methods within the immediate and wider work group
- h) Incorporate environmental considerations in the decision-making process
- i) Apply knowledge of the following areas:
 - The legal principles and their application to freight forwarding

The organisers reserve the right to update the Technical Description whenever necessary

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- The forms, protocols and condition that:
 - Apply to formal agreements and negotiations within the sector
 - Impact on the distribution of risk between the exporter and importer
- Risk, the assignment of costs and the further consequences
- The nature and causes of contractual irregularities
- Principles, policies and procedures for quality assurance and control
- Principles of reflection and review following errors and complaints
- Continuous quality improvement strategies and methods
- Emergency procedures
- The impact of the movement of goods on the environment

Assessment

6. Competitors will be assessed based on measurement (objective) and judgement (subjective) marking.
7. The assessment criteria and relative weighting of marks are as follows:

Criterion		Marks
A	Work Organisation and Management	10
B	Customer Relations	20
C	Business Transactions	25
D	Costing and Pricing	25
E	Information and Communication Technology	15
F	Contingency Management	5
Total		100

Major Tools & Materials

8. Competitors will be provided with one work station each, complete with the following:
 - a) One laptop with keyboard and mouse
 - b) One network printer to be shared among all competitors
 - c) A4 100GSM paper for workings
 - d) Flash-drives, if applicable

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Official (Closed) \ Non-Sensitive

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9. Competitors are permitted to bring in the following items for use in the competition:
 - a) Stationery like pens, pencils and erasers
 - b) Calculator

10. The Internet will be available to the competitors where required.