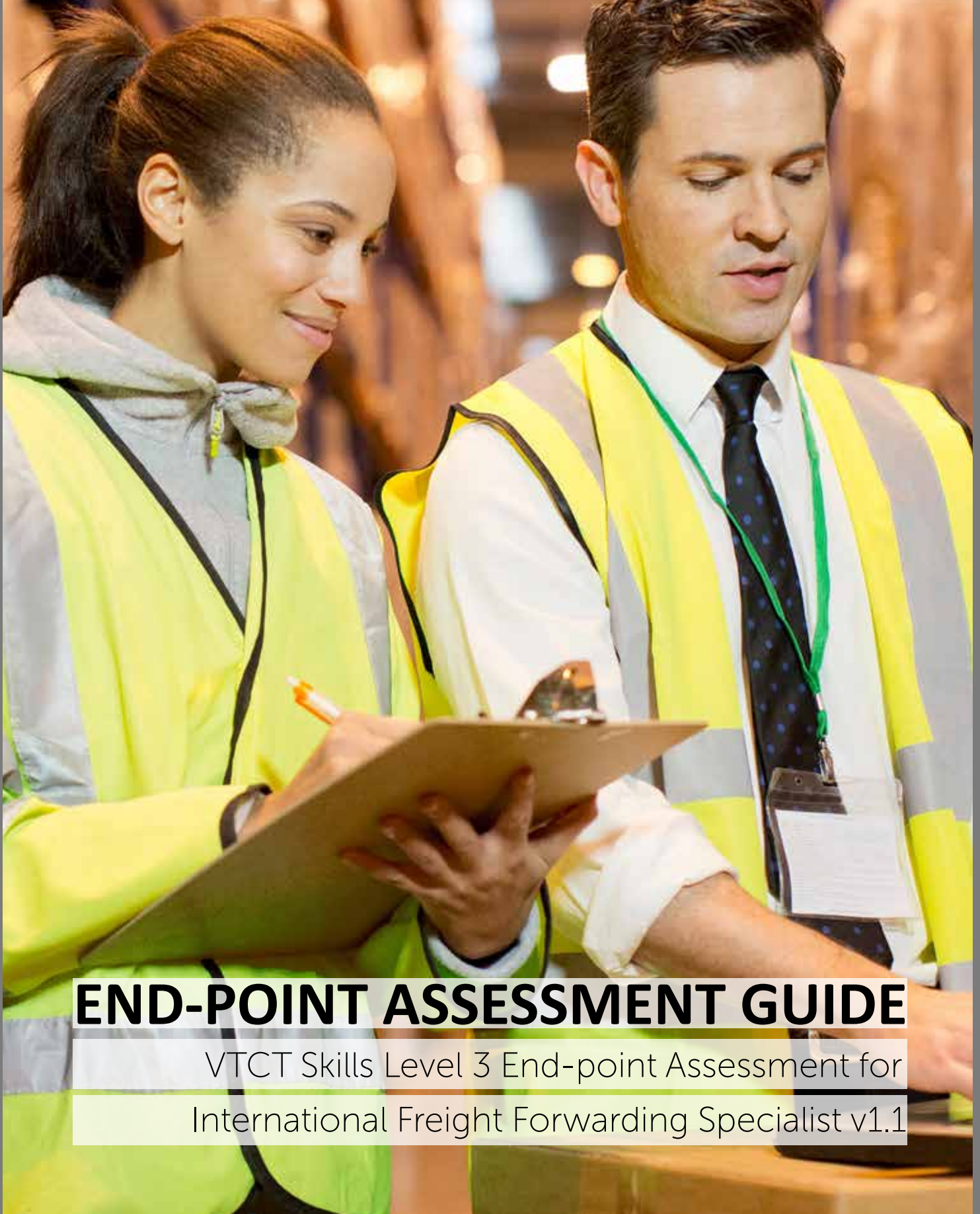




**VTCT Skills**



# **END-POINT ASSESSMENT GUIDE**

VTCT Skills Level 3 End-point Assessment for  
International Freight Forwarding Specialist v1.1

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on epaPRO, VTCT Skills online EPA booking platform.

# End-point Assessment Guide - Content

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# VTCT Skills Level 3 End-point Assessment for International Freight Forwarding Specialist v1.1

## Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the International Freight Forwarding Specialist v1.1 standard.

Prior to the End-point Assessment period, a full-time apprentice will typically spend 18 months on-programme (before the gateway) to complete the criteria included within the occupational standard.

All apprentices must spend a minimum of 12 months on-programme. Once the on-programme requirements have been met, the apprentice can proceed through the **Gateway Stage** to the End-point Assessment period.

The End-point Assessment will consist of three different Assessment Methods: Multiple-choice test, Practical assessment and Professional discussion.

# Level 3 International Freight Forwarding Specialist

## Apprenticeship Standard Summary Table

<p><b>On-programme Stage</b> <i>(typically 18 months)</i></p>	<p>The apprentice receives training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>Training towards English and mathematics qualifications in line with the apprenticeship funding rules.</p> <p>The apprentice must produce a portfolio of evidence.</p>
<p><b>End-point Assessment Gateway Stage</b></p>	<p>The employer must confirm that the apprentice:</p> <ul style="list-style-type: none"> <li>• is working at or above the occupational standard as an international freight forwarding specialist</li> <li>• has the evidence required to pass the gateway and is ready to take the End-point Assessment</li> </ul> <p>The apprentice must achieve English and maths qualifications in line with the apprenticeship funding rules.</p> <p>Apprentices must submit the following:</p> <ul style="list-style-type: none"> <li>• A portfolio to underpin the Professional discussion</li> </ul>
<p><b>End-point Assessment Stage</b> (typically 3 months)</p>	<p><b>Assessment Method 1: Multiple-choice test</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p><b>Assessment Method 2: Practical assessment</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p><b>Assessment Method 3: Professional discussion</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p><b>Overall End-point Assessment and apprenticeship can be graded:</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul>
<p><b>Re-sits and re-takes</b></p>	<ul style="list-style-type: none"> <li>• Re-take and re-sit grade cap: pass</li> <li>• Re-sit timeframe: typically 2 months</li> <li>• Re-take timeframe: typically 2 months</li> </ul>

# International Freight Forwarding Specialist Apprenticeship Standard

## Occupational Profile

This occupation is found in the UK and across the world in the freight services industry. Freight forwarding organisations deal with both imports and exports and are found exclusively in the private sector. They are concentrated at or near airports, seaports, distribution centres and inland customs clearance facilities. These businesses vary in size and in the number of employees they have, ranging from small, single site, freight forwarding businesses serving a small number of clients, through medium-sized companies with a number of UK locations and multiple clients, to divisions of large European or global logistics companies serving a large, diverse customer base.

The broad purpose of the occupation is to support the movement of goods between countries. Freight forwarding specialists book shipments and prepare the documentation required to move goods in and out of the UK and countries anywhere in the world. They ensure that the goods are shipped in accordance with all relevant customs and regulatory regimes.

## Typical job roles on completion of International Freight Forwarding Specialist:

- Air freight forwarder
- Freight forwarder
- Freight forwarding specialist
- Import/export administrator
- Import/export clerk
- Import/export customer service operator
- Import/export freight co-ordinator
- Import/export freight forwarder
- Import/export operator
- Sea freight forwarder
- Shipping co-ordinator

# Occupational Duties for International Freight Forwarding Specialist

Duty	Knowledge, Skills and Behaviours covered
<b>Duty 1</b> – Make international shipment bookings for customer goods, which balance time, cost and environmental impact.	K1 K2 K3 K4 K5 K6 K9 K11 K13 K15 K21 S2 S3 S7 B1 B3 B4
<b>Duty 2</b> – Monitor the progress of shipments to ensure they are on time and in line with the requirements of the booking.	S3 S8 S11
<b>Duty 3</b> – Use appropriate methods of communication to keep customers informed about shipment progress in line with the booking and advise customers in the event of delays to enable them to make contingency plans.	K17 K18 K19 K20 S1 S8 S9 S10 S11 S12 S13
<b>Duty 4</b> – Prepare quotes for customers regarding the shipment of goods, both within the UK and internationally.	K1 K2 K3 K4 K6 K7 K8 K9 K10 K11 K13 K14 K15 K16 K17 K18 K19 K20 K21 K22 S1 S6 S7 S9 B2 B3 B5
<b>Duty 5</b> – Enter details of booked shipments into own organisation’s electronic operating system.	K5 K17 K18 S2 S3 S7
<b>Duty 6</b> – Co-ordinate own activities with those of internal colleagues to meet operational priorities.	K5 K17 K18 K19 S7 S8 S11 S12 S13 B5
<b>Duty 7</b> – Manage cost throughout the whole shipment from despatch to final destination.	K2 K3 K5 K7 K8 K15 K16 K21 K22 S1 S3 S6 S7 S8 S11 B2
<b>Duty 8</b> – Ensure that any specific documents required by a destination country are available at time of shipment. (e.g. Certificate of Origin, Carnet).	K3 K4 K5 K11 K14 S3
<b>Duty 9</b> – Respond to enquiries from colleagues, customers and authorities about shipments.	K5 K17 K18 K19 K20 S7 S8 S9 S11 S12 S13 B3 B5
<b>Duty 10</b> – Manage complaints about shipments, escalating to senior staff in own organisation where necessary.	K5 K19 K20 S7 B3 B5
<b>Duty 11</b> – Submit a customs declaration and/ or provide clearance instructions to a third-party customs broker.	K1 K3 K4 K5 K11 K12 S4 S5

Duty	Knowledge, Skills and Behaviours covered
<p><b>Duty 12 (Air)</b> – Assess and provide recommendations to customers on international air freight options, including cost, time, airport and country specific regulations, tariffs and any other unique requirements that impact.</p>	<p>K1 K3 K7 K9 K10 K11 K13 K14 K15 K17 K18 K19 K20 K22 K23 K24 K25 K26 K27 K28 K29</p> <p>S6 S7 S8 S11 S14 S15</p> <p>B1</p>
<p><b>Duty 13 (Air)</b> – Book and process air freight by determining the relevancy of air freight services, matching the nature of goods for international air transit with the availability of space and appropriate services.</p>	<p>K2 K3 K5 K6 K7 K11 K23 K26 K27 K28 K29</p> <p>S2 S3 S14 S15</p> <p>B4</p>
<p><b>Duty 14 (Air)</b> – Arrange and ensure the security of goods during international air transit to required standards, both in terms of the contract and in accordance with international aviation security rules and regulations.</p>	<p>K4 K28 K29</p> <p>S14 S15</p>
<p><b>Duty 15 (Ocean)</b> – Assess and provide recommendations to customers on international ocean freight options, including cost, time, and the port and country specific regulations, tariffs and any other unique requirements that impact.</p>	<p>K1 K3 K7 K9 K10 K11 K13 K14 K15 K17 K18 K19 K20 K22 K30 K31 K32 K33 K34 K35</p> <p>S6 S7 S8 S11 S16 S17</p> <p>B1</p>
<p><b>Duty 16 (Ocean)</b> – Book and process ocean freight by determining the practicality of transporting goods by sea, matching the nature of goods for international ocean transit with the availability and suitability of the equipment and resources such as shipping containers, that will be needed.</p>	<p>K2 K3 K5 K6 K7 K11 K30 K31 K35</p> <p>S2 S3 S16 S17</p> <p>B4</p>
<p><b>Duty 17 (Ocean)</b> – Create and handle the correct Bill of Lading for export and imports (contract of carriage), thereby helping to ensure the cargo can be released to the customer as applicable.</p>	<p>K31</p> <p>S16 S17</p>
<p><b>Duty 18 (Road)</b> – Assess and provide recommendations to customers on international road freight options, including cost, time, and the road networks and country specific regulations, tariffs and any other unique requirements that impact.</p>	<p>K1 K3 K7 K9 K10 K11 K13 K14 K15 K17 K18 K19 K20 K22 K36 K37 K38 K39 K40 K41</p> <p>S6 S7 S8 S11 S18 S19</p> <p>B1</p>
<p><b>Duty 19 (Road)</b> – Book and process road freight by determining the practicality of transporting goods by road, by matching the nature of goods for international road transit with the nature and availability of road transport equipment and service schedules.</p>	<p>K2 K3 K5 K6 K7 K11 K36 K40 K41</p> <p>S2 S3 S18 S19</p> <p>B4</p>
<p><b>Duty 20 (Road)</b> – Monitor the impact of international road transit times, road conditions and road features, providing guidance to colleagues and customers as required. For example, this could involve the impact on permitted driver hours and associated service solutions.</p>	<p>K36</p> <p>S3 S18 S19</p>



# The Gateway Stage

To be eligible for the End-point Assessment Stage of the End-point Assessment, the apprentice must meet the following Gateway requirements:

- A full time apprentice will typically spend 18 months on-programme. All apprentices must spend a minimum of 12 months on-programme
- Complete the on-programme stage of the Level 3 International Freight Forwarding Specialist Apprenticeship Standard and consistently work at or above the level of the occupational standard
- Submit a portfolio of evidence which will underpin the professional discussion
- Achieve English and mathematics qualifications in line with the apprenticeship funding rules

In addition to this, the apprentice's employer must formally sign off that they are satisfied that the apprentice is consistently working at or above the level set out in the International Freight Forwarding Specialist Occupational Standard, and that the apprentice is deemed to have achieved occupational competence, before the gateway process can be implemented. The apprentice must also confirm that they feel ready to move on to their End-point Assessment. Both the employer and training provider have a shared responsibility to decide whether the apprentice has demonstrated the knowledge, skills and behaviours required to be competent in their job role.

When making this decision, the employer may take advice from the apprentice's training provider(s); however, the decision must ultimately be made solely by the apprentice's employer. It is important to refer back to the assessment plan when approaching gateway in order to check that the apprentice is able to demonstrate all of the required knowledge, skills and behaviours and can do so in a live End-point Assessment. A copy of the standard can be located through the following link: <https://www.instituteforapprenticeships.org/apprenticeship-standards>.

## Assessment Method 1 and 2: Multiple-choice test/Practical assessment

There are no specific requirements at the Gateway Stage to upload evidence for these assessment methods.

## Assessment Method 3: Professional discussion

### Portfolio of Evidence requirements for Gateway Stage

For the Professional discussion, the apprentice will be required to submit a Portfolio of Evidence, which should be compiled during the on-programme period of the apprenticeship. Evidence must be mapped against the KSBs set out in the Professional discussion assessment method.

- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- The Portfolio of Evidence can be in any format, as long as it is legible and can be uploaded electronically to epaPRO
- A Statement of Attribution by the Apprentice form must be signed by the apprentice and the Employer. This form should be uploaded alongside the Portfolio of Evidence
- The Portfolio of Evidence must be submitted to VTCT Skills at the Gateway Stage
- A completed Portfolio of Evidence Reference Record is required to be uploaded alongside the portfolio of evidence

# Scheduling

## Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via epaPRO. Apprentices can be registered at any time during their apprenticeship at no additional upfront cost.

You will require the apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering your apprentices will be supplied once VTCT Skills has received your signed EPAO agreement.

## Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all of the mandated components of the standard via the apprentice checklist on the booking platform:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement
- You will need to indicate preferred dates of assessment on epaPRO
- The End-point Assessment team will seek to match an Apprenticeship Assessor to your request
- The End-point Assessment team will formally confirm the booking by email and via epaPRO in traffic operator

## Reasonable Adjustments

It is the responsibility of the training provider to apply for reasonable adjustments/access arrangements on behalf of the apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the VTCT Skills Reasonable Adjustments and Special Considerations Policy or email [epa@skillsforlogistics.co.uk](mailto:epa@skillsforlogistics.co.uk) for more information.

## Remote Assessments

Remote assessments will ordinarily be conducted via a video conferencing platform. The apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The apprentice will need this link to enter the video conferencing platform and complete their assessment.

## Planning End-point Assessment dates

Prior to the End-point Assessment taking place, you will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

## ID requirements

VTCT Skills will verify the identity of the apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT Skills will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Apprenticeship Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the apprentice's name in readiness for certification.

## Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, you must contact the End-point Assessment team immediately. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with our Cancellation Policy.

If the customer cancels the End-point Assessment:

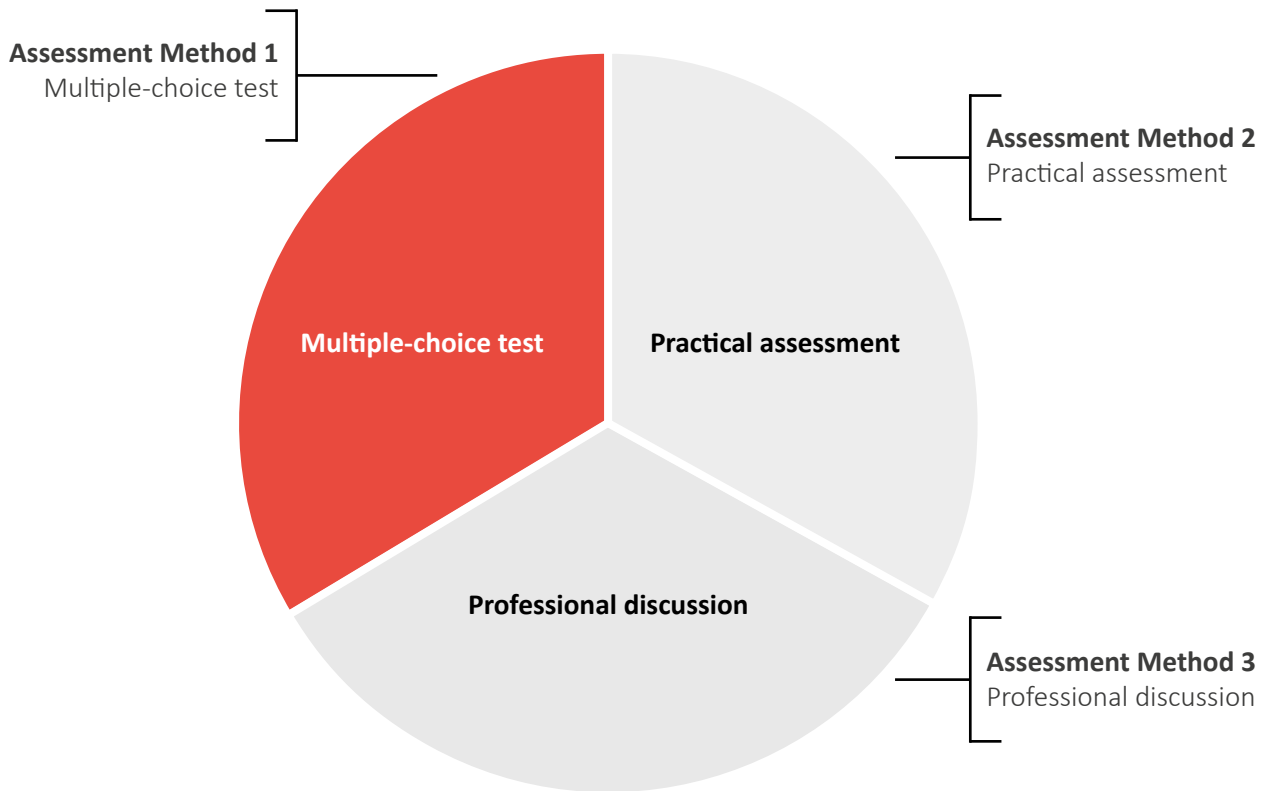
- Prior to the date of the End-point Assessment, the customer must inform VTCT Skills by email ([epa@skillsforlogistics.co.uk](mailto:epa@skillsforlogistics.co.uk))
- On the day of the End-point Assessment, the customer must inform VTCT Skills by telephone (02380 684502)

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the cancellation policy is available on the booking platform or on our website.

Should the apprentice wish to re-sit later, a new booking form should be made on epaPRO.

# Overview of the End-point Assessment Period

The contribution of each Assessment Method and corresponding elements to the overall End-point Assessment grade is shown in the pie chart below:



Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The International Freight Forwarding Specialist End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed by	Overall Grading
<b>Assessment Method 1</b> Multiple-choice test	Online, administered by VTCT	Fail/Pass/Distinction
<b>Assessment Method 2</b> Practical assessment	Apprenticeship Assessor	Fail/Pass/Distinction
<b>Assessment Method 3</b> Professional discussion	Apprenticeship Assessor	Fail/Pass/Distinction

## Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT Skills has confirmed that all the gateway requirements have been met by the apprentice.

If an End-point Assessment Method is not achieved, the failed Assessment Method should be re-sat or retaken within the End-point Assessment period, and in accordance with the requirements outlined in the International Freight Forwarding Assessment Plan.

## Order of Assessment Methods

The Assessment Methods for the End-point Assessment can be completed in any order. The result of one assessment method does not need to be known before starting the next.

## How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 3 assessment methods: Multiple-choice test, Practical assessment and Professional discussion.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

### Assessment Method 1: Multiple-choice test

The Multiple-choice test will be graded a Fail/Pass/Distinction.  
Each correct answer will receive 1 mark.

### Assessment Method 2: Practical assessment

The Practical assessment will be graded a Fail/Pass/Distinction against the grading criteria.

### Assessment Method 3: Professional discussion

The Professional discussion will be graded a Fail/Pass/Distinction against the grading criteria.

## Overall Grading

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Distinction

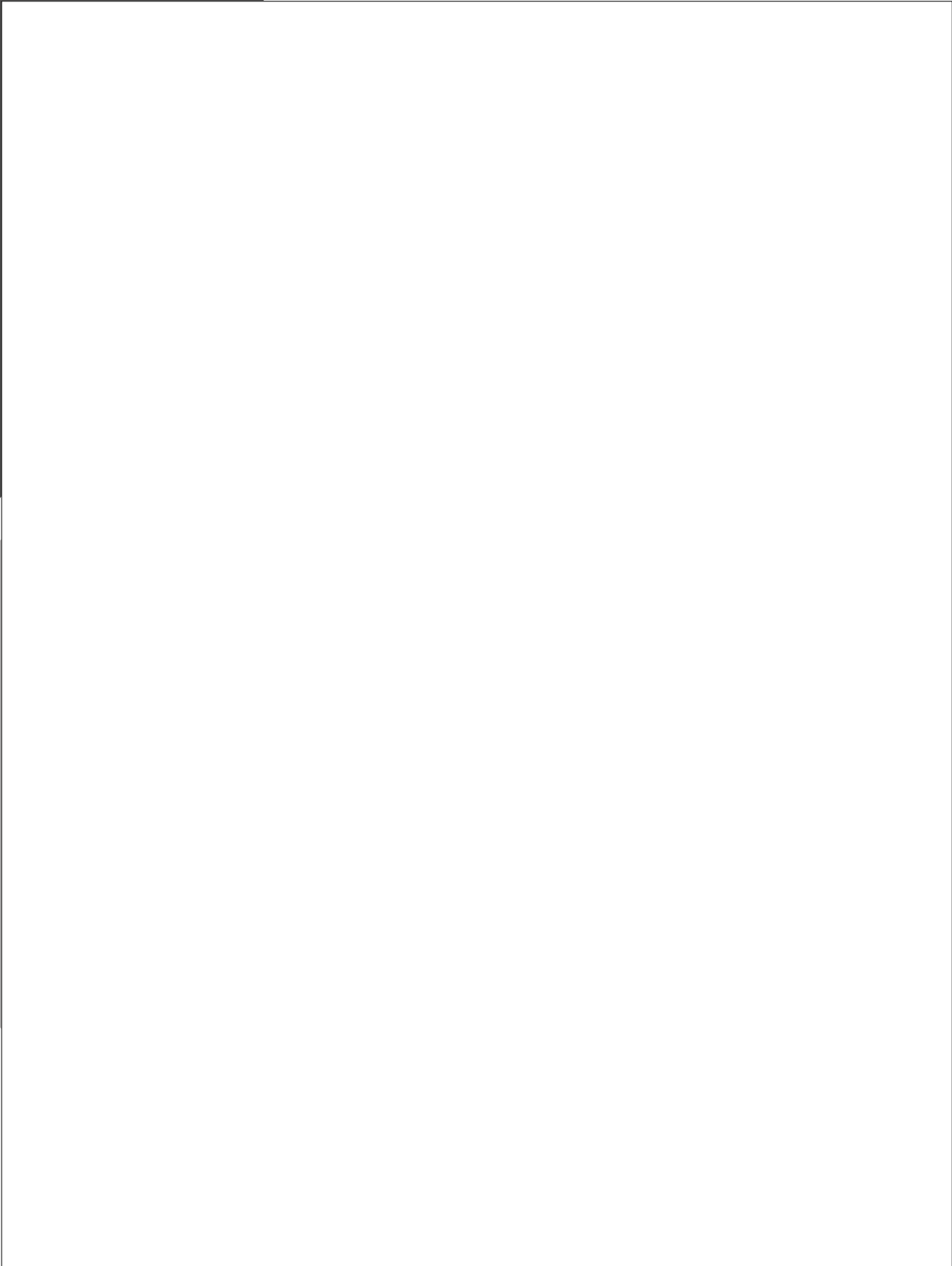
The grades from each individual assessment method are combined to determine the overall grade. If the apprentice fails one or more assessment methods, they will be awarded an overall End-point Assessment fail.

To achieve an overall EPA pass, the apprentice must achieve at least a pass in all three Assessment Methods. To achieve an overall EPA distinction, the apprentice must achieve a distinction in all three Assessment Methods.

**Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the End-point Assessment:**

Multiple-choice test	Practical assessment	Professional discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

# Notes



# Assessment Method 1: Multiple-choice test





## Assessment Method 1: Multiple-choice test

In the multiple-choice test, the apprentice answers questions in a controlled and invigilated environment. It gives the apprentice the opportunity to demonstrate the knowledge mapped to the assessment method.

### Delivery of the Multiple-choice test

The multiple-choice test must last for **60 minutes** and will consist of **40 multiple-choice questions**. Each question will have four options, including one correct answer.

The knowledge test is closed book, which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The test must be taken in the presence of an invigilator in line with the instructions set out in VTCT's Instructions for Conducting Examinations document.

The test will be marked by VTCT by a computer. Each correct answer gets 1 mark. Any incorrect or missing answers get zero marks.

### Location of the Multiple-choice test

The multiple-choice test must take place in a suitably controlled and invigilated environment. The environment must be quiet and free from distractions and influence. The test may take place remotely if the appropriate technology and systems are in place to prevent malpractice, such as 360-degree cameras and screen sharing facilities.

### Grading of the Multiple-choice test

The following grade boundaries apply to the multiple-choice test:

Grade	Minimum Marks Required	Maximum Marks Required
Fail	0	27
Pass	28	33
Distinction	34	40

# Knowledge

The End-point Assessment multiple-choice test will cover the following knowledge criteria:

## Core

Knowledge requirements	Knowledge criteria
<b>K7</b>	Factors that affect insurance premiums including origin destination, mode of transport, route, commodity.
<b>K8</b>	The principles of carriers liability.
<b>K10</b>	The function of documentary letters of credit in reducing financial risk in international trade.
<b>K14</b>	Data sources for the preferences and trade agreements that may apply in international trade, including rules of origin.

## Air

Knowledge requirements	Knowledge criteria
<b>K24</b>	The structure and organisation of the air freight industry.
<b>K25</b>	The role of regulatory organisations in world-wide air freight, including airport authorities and handling agents.
<b>K27</b>	Air Cargo Tariff and Rules (TACT) and OAG World Airways Guides.
<b>K28</b>	The rules and regulations relating to aviation security.
<b>K29</b>	Different ULD (Unit Load Device) types, their purpose and usage.

## Ocean

Knowledge requirements	Knowledge criteria
<b>K32</b>	The structure and organisation of the ocean freight industry.
<b>K33</b>	The role of regulatory organisations in world-wide shipping including port authorities.
<b>K34</b>	The purpose and usages of the different container types and their respective benefits.
<b>K35</b>	Non-containerised ocean shipments.

## Road

Knowledge requirements	Knowledge criteria
<b>K37</b>	The structure and organisation of the international road freight industry.
<b>K38</b>	The role of regulatory organisations in international road freight.
<b>K39</b>	Driving hours regulations and working times in the UK and internationally.
<b>K41</b>	The principles of load planning and vehicle or container loading.

## Assessment Method 2: Practical assessment



## Assessment Method 2: Practical assessment

In the Practical Assessment with questions, a VTCT Skills Apprenticeship Assessor observes the apprentice completing a task or series of tasks set by VTCT Skills.

The Practical Assessment will give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

### Delivery of the Practical assessment

The Practical Assessment must last for **3 hours, to include 15 minutes for questioning** and will be conducted and assessed by the Apprenticeship Assessor. The Apprenticeship Assessor may increase the duration by up to 10% to allow the apprentice to complete a task or respond to a question if necessary. The Apprenticeship Assessor will only observe one apprentice at a time to ensure quality and rigour, and will be as unobtrusive as possible.

The Practical Assessment cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total End-point Assessment time.

The VTCT Skills Apprenticeship Assessor will explain to the apprentice the format and timescales of the practical assessment before it starts. This will not count towards the assessment time.

The assessor will observe the following during the practical assessment:

- Each apprentice must carry out three practical assessments, which will be set in the context of their option: air, ocean or road
- The three practical assessments will cover:
  1. Preparing and presenting a costing
  2. Planning and conducting a shipment
  3. Customer service and complaints handling
- Tasks will incorporate an issue or problem that will enable the apprentice to produce evidence against the allocated KSBs

The three practical assessments will cover the KSBs assigned to the Practical Assessment. Tasks may incorporate whatever software is available and commonly used by the apprentice, and will not introduce any new systems. Tasks will sufficiently differ to mitigate against predictability.

The Apprenticeship Assessor will ask a minimum of **3 questions** to provide the apprentice with the opportunity to cover the range of KSBs. The purpose of the questions is to assess any KSB's assigned to this method that the Apprenticeship Assessor feels have not been fully demonstrated through the three tasks. The time allocated to questioning is **15 minutes (included as part of the total 3 hours)**. The Apprenticeship Assessor can ask follow-up questions to clarify answers given by the apprentice. These questions are in addition to the above set number of 3 questions for the Practical Assessment.

The Apprenticeship Assessor has the discretion to increase the assessment duration by up to 10% for the Practical Assessment to allow the apprentice to respond to a question.

### Venue

The Practical Assessment must take place in a simulated environment selected by the End-point Assessment (for example, the employer's premises). This environment must relate to the apprentice's natural work environment.

The assessment can be carried out remotely (as an alternative to direct observation) using appropriate ICT equipment that can be positioned or set up in a way that permits the Apprenticeship Assessor to conduct a fair assessment.

Equipment and resources needed for the assessment must be provided by the employer and be in good and safe working condition. Questioning that occurs after the assessment must take place in a quiet room, free from distractions and influence.

# Knowledge, Skills and Behaviours

The End-point Assessment Practical Assessment will cover the following Knowledge, Skills and Behaviours:

## Core

KSB reference	Knowledge and skills criteria
K2	The principle of the consolidation of goods.
K3	Country specific factors that influence freight forwarding, including world geography, political boundaries, time zones and transit times and their influence on modal selection.
K5	Domestic and cargo booking procedures including haulage to and from departure and arrival ports.
K16	Techniques for pricing, spot-quoting, invoicing and accruals.
K19	Own companies customer service standards and complaints handling process.
K22	Currency conversions, exchange rates and risks on pricing and invoicing calculations.
S1	Select freight forwarding services based on customer requirements, taking into account country specific factors, delivery times and modes.
S2	Use generic or bespoke ICT systems in order to enter and monitor data on importing or exporting goods.
S3	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.
S6	Produce freight costings and invoices in line with Incoterms, customer profile or sales contract.
S7	Identify and source data from customers, systems or colleagues.
S8	Identify and resolve problems in line with responsibilities.
S11	Identify problems outside of limits of responsibility and escalate within company policy.

## Air

KSBs reference	Knowledge and skills criteria
K23	The terminology used in air freight services.
K26	Documentation specific to international air freight, including air waybills and where to find industry information and data from systems regarding schedules and space availability.
S14	Use and adapt terminology appropriate to the air freight industry.
S15	Select and use documentation appropriate to the air freight industry.

## Ocean

KSB reference	Knowledge and skills criteria
K30	The terminology used in ocean freight services.
K31	Documentation specific to international ocean freight, including; Bills of Lading/sea waybills, export cargo shipping instructions.
S16	Use and adapt terminology appropriate to the ocean freight industry.
S17	Select and use documentation appropriate to the ocean freight industry.

## Road

KSB reference	Knowledge and skills criteria
K36	The terminology used in international road freight services.
K40	Documentation specific to international road freight services, including; road consignment notes (CMRs) and vehicle movement documentation.
S18	Use and adapt terminology appropriate to the road freight industry.
S19	Select and use documentation appropriate to the road freight industry.

## Behaviours

KSB reference	Behaviour criteria
B1	Takes accountability for own actions.
B2	Commercially driven.
B3	Flexible in response to client needs and requirements.

# Practical assessment

## Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Practical assessment and all the criteria below:

<b>Theme 1 (Core) – Procedures</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Selects freight forwarding services based on customer requirements, country specific factors, delivery times and modes, seeking and identifying the relevant data in order to meet the needs of the client (K3, S1, S7)		
Books, plans and monitors international shipments, using generic or bespoke ICT systems, in accordance with the relevant rules and regulations, ensuring timelines and budgets are upheld (K5, S2, S3)		
Identifies and resolves problems in line with responsibilities, ensuring timelines and budgets are upheld to achieve the best commercial outcome (S8, B1, B2)		

<b>Theme 2 (Air) – Documentation and terminology</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Uses terminology specific to air freight in line with company and client needs and expectations (K23, S14)		
Selects and uses documentation specific to air freight, ensuring it is appropriate to the mode, country, legal and client requirements (K26, S15)		

<b>Theme 2 (Ocean) – Documentation and terminology</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Uses terminology specific to ocean freight in line with company and client needs and expectations (K30, S16)		
Selects and uses documentation specific to ocean freight, ensuring it is appropriate to the mode, country, legal and client requirements (K31, S17)		



## Theme 2 (Road) – Documentation and terminology

Grading criteria	Fail	Pass
Uses terminology specific to road freight in line with company and client needs and expectations (K36, S18)		
Selects and uses documentation specific to road freight, ensuring it is appropriate to the mode, country, legal and client requirements (K40, S19)		

## Theme 3 (Core) – Complaints handling

Grading criteria	Fail	Pass
Responds to complaints in line with own company's handling process and customer service standards, identifying issues and escalating where they fall outside of the limits of responsibility (K19, S11)		

## Theme 4 (Core) – Economic and cost considerations

Grading criteria	Fail	Pass
Provides a service level, including direct, indirect or consolidation option, that is appropriate to the needs and requests of the client (K2, B3)		
Produces a freight costing and invoice within mode, in line with Incoterms, that meets the requirements of the client. Carries out currency conversion using appropriate exchange rate, in order to meet the requirements of the brief (S6, K16, K22)		

# Practical assessment

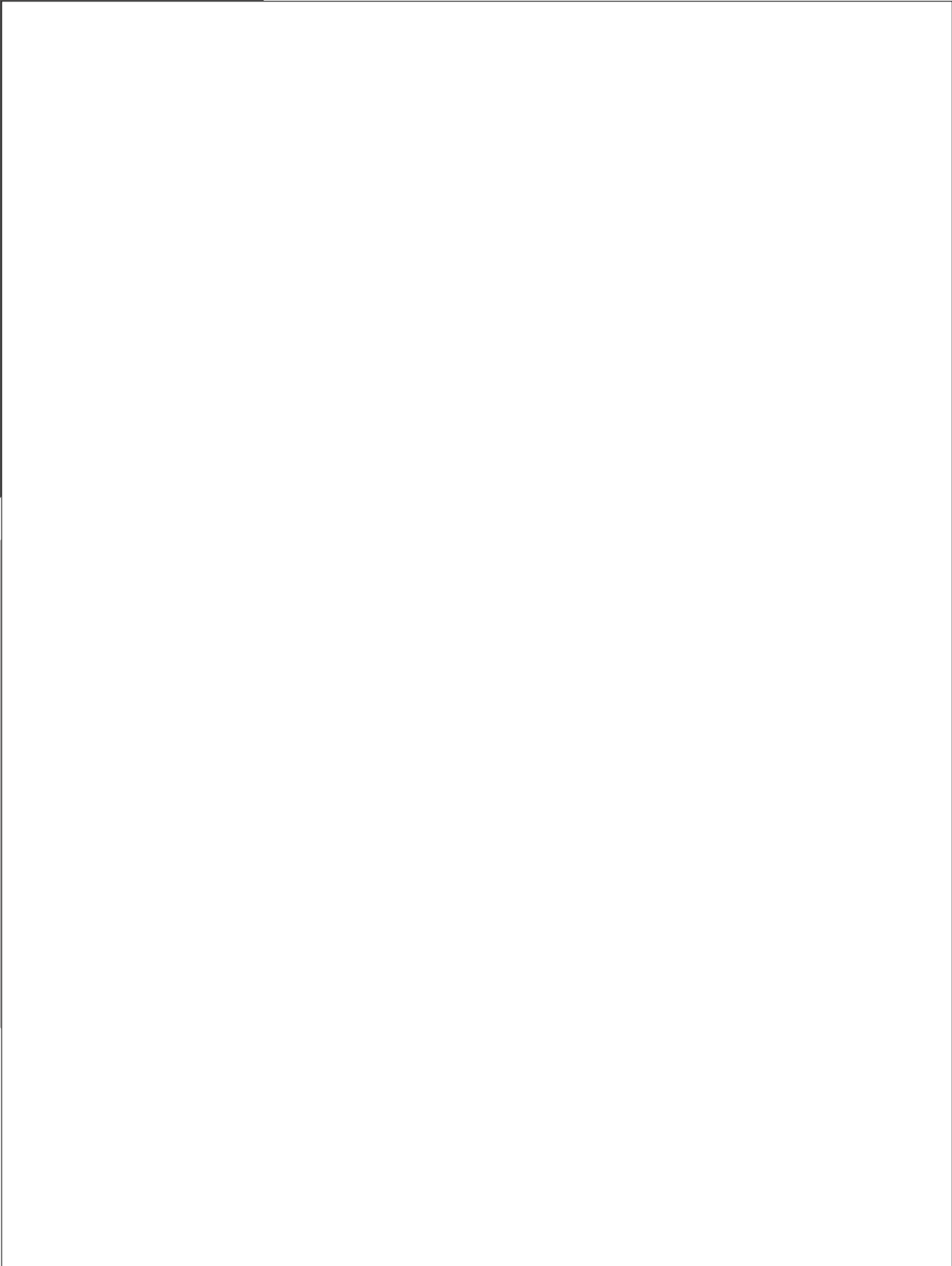
## Distinction criteria

The apprentice will achieve a Distinction grade in the Practical assessment if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

<b>Theme 1 (Core) – Procedures</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Pre-empt and mitigates for potential issues before they impact customer, delivery times or budget, providing alternative solutions, to ensure an efficient service is maintained for the client and the best commercial outcome (S8, B1, B2)	

<b>Theme 4 (Core) – Economic and cost considerations</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Conducts freight pricing and calculations that take into account risk, giving justifications for recommendations (K22, S6)	

# Notes



## Assessment Method 3: Professional discussion



## Assessment Method 3: Professional discussion

In the Professional discussion, a VTCT Skills Apprenticeship Assessor and the apprentice will have a formal two-way conversation. This assessment method gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

The apprentice can refer to an illustrate their answers with evidence from their Portfolio of Evidence.

## Delivery of the Professional discussion

The Professional discussion will be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest possible grade.

It will be conducted and assessed by a VTCT Skills Apprenticeship Assessor. The purpose of the Apprenticeship Assessor's questions will be to allow the Apprenticeship Assessor to ask the apprentice questions relating 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 Portfolio of Evidence prepared by the apprentice

The Apprenticeship Assessor must have at least 2 weeks to review the supporting documentation. The apprentice must have access to their Portfolio of Evidence during the discussion, and can refer to and illustrate their answers with evidence from their Portfolio of Evidence.

The Professional discussion must last for **90 minutes**. The Apprenticeship Assessor can increase the time of the Professional discussion by up to 10% in order to allow the apprentice to respond to a question if necessary.

The Apprenticeship Assessor will ask at least **12 questions**.

## Venue

The End-point Assessment Professional discussion must take place in a suitable venue selected by VTCT Skills (for example the employer's premises). The Professional discussion can also be conducted by video conferencing. The Professional discussion must take place in a quiet room, free from distractions and influence.

# Knowledge, Skills and Behaviours

The End-point Assessment Professional discussion will cover the following Knowledge, Skills and Behaviours:

## Core

KSB reference	Knowledge and skills criteria
<b>K1</b>	The structure and functions of the freight forwarding industry.
<b>K4</b>	The function of the key regulatory organisations and trade associations in logistics and international freight forwarding.
<b>K6</b>	The differing environmental impacts of road, ocean, and air transport.
<b>K9</b>	Dangerous and hazardous goods and the specific modal restrictions applied to their movement.
<b>K11</b>	The differences in how goods are moved under the different customs controls that apply to and from the UK and the purpose, function, and range of procedure codes.
<b>K12</b>	Direct and indirect customs representation and the rules of establishment.
<b>K13</b>	The structure and key contents of the UK Trade Tariff.
<b>K15</b>	The terms of international trade rules (Incoterms) and their part in customs valuation and financial risk transfer.
<b>K17</b>	Written communication techniques, plain English principles, including Industry terminology.
<b>K18</b>	Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication and how to overcome them.
<b>K20</b>	Techniques for forming and maintaining business relationships.
<b>K21</b>	Principle of value build-up in customs documentation.
<b>S4</b>	Prepare a customs declaration to a national standard, or give custom clearance instructions to a third party.
<b>S5</b>	Use data systems to submit the information required by customs authorities as part of the management of the international movement of goods.
<b>S9</b>	Create and maintain productive working relationships with internal and external customers.
<b>S10</b>	Adapt communication based on the situation and the audience.
<b>S12</b>	Communicate in writing, preparing communications on technical matters.
<b>S13</b>	Communicate with others verbally, including internal and external customers.

## Behaviours

KSB reference	Behaviour criteria
<b>B4</b>	Takes personal responsibility for their own sustainable working practices.
<b>B5</b>	Collaborate with others for example, within teams, across disciplines, and external stakeholders.

# Professional discussion

## Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional discussion and all the criteria below:

<b>Theme 5 (Core) – Customs</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Explains how to prepare customs declarations, or give custom clearance instructions to a third party, meeting the requirements of HMRC (K11, S4)		
Describes how they use software systems to submit customs declarations in order to ensure an efficient freight forwarding service (S5)		
Explains how direct and indirect customs representation are applied and the rules of establishment (K12)		
Explains how Incoterms relate to international trade and customs declarations (K15, K21)		

<b>Theme 6 (Core) – Communication and relationships</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Discusses how they use written communication techniques suitable for the context, adapting style and using correct sector and industry terminology and plain English, to suit the audience (S10, S12, K17)		
Discusses how they use verbal techniques, adapting style and use of terminology to overcome barriers, suit the audience and convey the message (S13, K18)		
Explains how they create and maintain productive working relationships with internal and external customers that support the achievement of business objectives and client requirements (S9, K20, B5)		



**Theme 7 (Core) – Industry Infrastructure**

Grading criteria	Fail	Pass
Outlines the structure and function of the freight forwarding industry, including the key regulatory organisations and trade associations in logistics and international freight forwarding (K1, K4)		
Outlines the structure and key contents of the UK Trade Tariff and its role in their day to day work (K13)		

**Theme 8 (Core) – Environment and sustainability**

Grading criteria	Fail	Pass
Explains how they consider environmental impact in their role and how this informs their working practices (K6, B4)		
Describes how hazardous goods are classified, and any specific modal restrictions applied to their movement (K9)		

# Professional discussion

## Distinction criteria

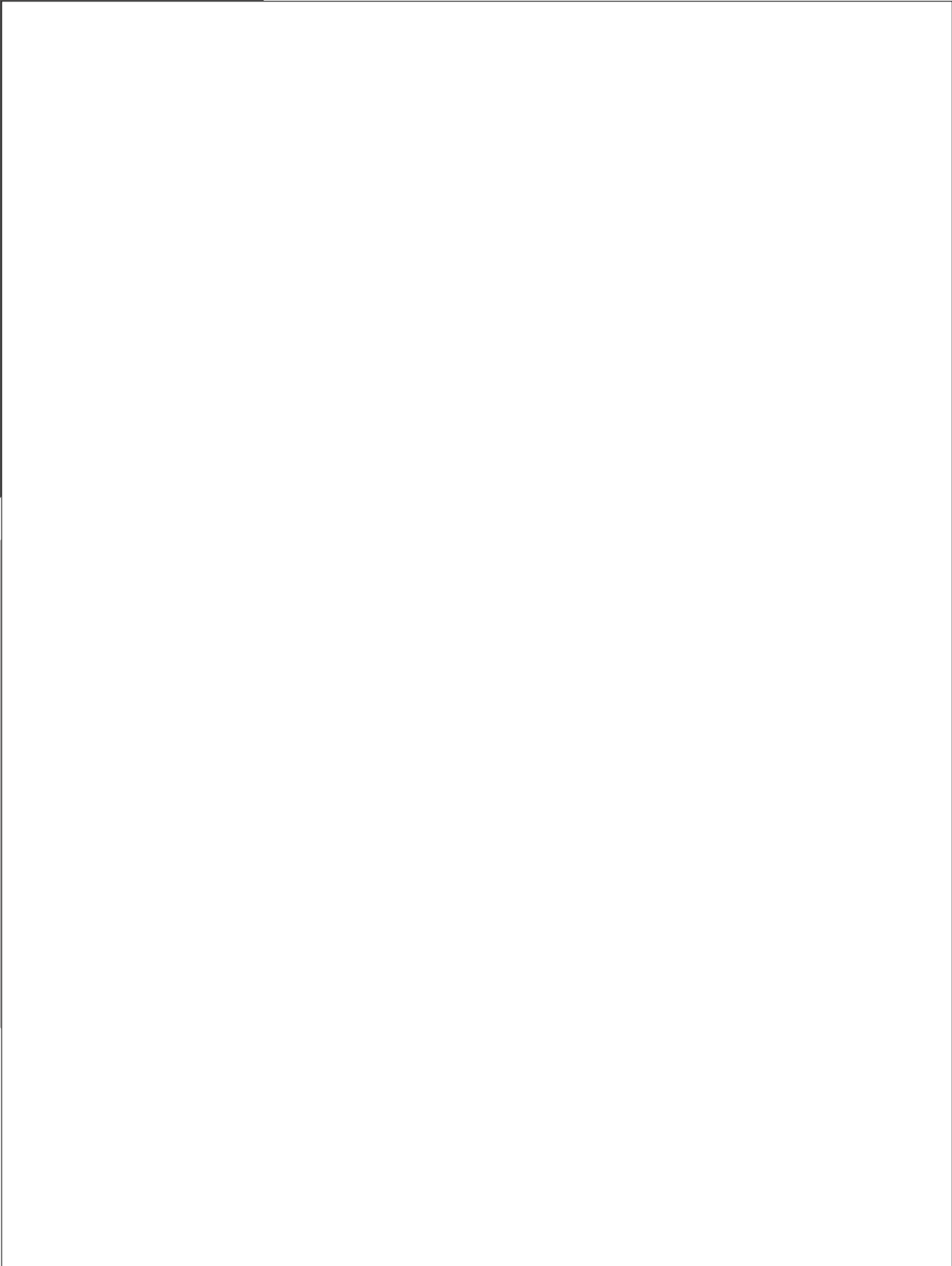
The apprentice will achieve a Distinction grade in the Discussion if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

<b>Theme 5 (Core) – Customs</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Explains how to respond when declarations are rejected in order to resolve issues and meet client and HMRC requirements (K11,S4)	
Discusses how risk transfer between seller and buyer is managed, including how this affects costs (K12, K21)	

<b>Theme 7 (Core) – Industry Infrastructure</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Evaluates the relationships and interdependencies between the key regulatory organisations, trade associations and functions of the freight forwarding industry (K1, K4)	

<b>Theme 8 (Core) – Environment and Sustainability</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Discusses how they have made choices that take into account the environmental impact their actions will have, using the most up to date information and initiatives to mitigate environmental impact (K6, B4)	

# Notes



# Re-sits and Retakes

An apprentice who fails one or more assessment method(s) can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

An apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and VTCT Skills will agree on the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the End-point Assessment outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 2 months of the End-point Assessment outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the End-point Assessment outcome notification, otherwise the entire End-point Assessment will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

An apprentice will get a maximum End-point Assessment grade of pass for a re-sit or re-take, unless VTCT Skills determines there are exceptional circumstances.

# Document history

Version	Details of amendments	Date
1	First Published	27/08/2024
2	Added KSBs to duties section	28/08/2024
3	Amendments to copy	04/09/2024
4	Corrected the distinction criteria for PD and Minor adjustments made	10/10/2024
6	Rebranding	13/11/2024



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