



## Information for Prospective Trainees Regarding Certificate Level Training

Future Force is seeking keen trainee candidates. This means that if you are a recent school leaver looking for an exciting career option, and you have decided university is not your ideal pathway, the international freight and logistics industry could be the career you've been searching for. Over the past 10 years, our people have placed hundreds of Year 12 graduates in operational and administration roles within international and domestic forwarding, import/export, logistics and aviation. Future Force is an equal opportunity employer and as such encourages anyone interested to apply. People with disabilities are encouraged to apply. In many cases in Victoria, this training is delivered with Victorian Government funding assistance. Eligibility for funding shall be explained to you upon application.

### What we offer our Trainees

- A real career path in a vibrant, growing industry
- Earn an income whilst gaining a qualification
- Nationally recognised qualifications that supports further education and development
- Professional mentoring by Trainers and Host Company Managers

### How does it work?

We assess your application and if you are eligible, we will:

- Interview, profile, reference check
- Skill test for Mathematics, English and IT
- Set research tasks, gauge motivation and suitability, profile and select
- Employ successful candidates and assign Trainees to a Host Company

### Duration

As per the AQF guidelines this qualification has a duration of 24 months. This allows for adequate time for you to not only learn the required skills, but to ensure you have time to practice in order to ensure you are competent in them.

### Locations

Trainees will be employed by Future Force and be working at a Host Company within the International Freight Forwarding Industry. Predominantly this this means the suburbs located around the airport or port areas of your state's major city.

### Modes of delivery

The delivery mode is a combination of online and face to face delivery. This means you will have access to one of the Future Force trainers to assist and mentor you through the program, in addition to having access to information and workbooks on our on-line training system. Alternative arrangements can be made to meet individual needs where required. Training is delivered, in most cases, at your Host company premises on a weekly or fortnightly basis for approximately 1 hour per session with additional support provided where required. Your commitment is expected to be not only attendance at each pre-arranged training session but making use of the additional 3 hours per week allocated during work hours to complete your learning tasks set by your trainer during the training session.

## The Curriculum

The qualification our entry level trainees enrol for is the

***TLI31321 - Certificate III in International Freight Forwarding (Operator).***

This is a nationally recognised qualification.



We also have another qualification on our scope of registration: ***TLI40221 - Certificate IV in International Freight Forwarding (Senior Operator)***. This qualification is more applicable to those with industry experience wishing to upskill or seek formal qualification in their existing industry.

These courses are delivered with assistance from the Federal Government and in Victoria, funding through the Victorian Government Department of Education and Training's 'Skills First' program (see 'Fees' on page 9).

## Units of Competency

The following table represents a sample of a typical list of subjects that might be undertaken in order to complete the Certificate III qualification. Note there are 8 core units (highlighted) but there is a selection of alternative elective units that may be applicable. These shall be discussed with you prior to enrolment. In all, the course consists of 13 units of competency.

|          |  |
|----------|--|
| TLIE1003 | Participate in basic workplace communication                           |
| TLIF0025 | Follow work health and safety procedures                               |
| TLIA0003 | Complete and check import/export documentation                         |
| TLIA0006 | Coordinate goods to bond premises                                      |
| TLIA0002 | Prepare cargo for export   |
| TLIA0031 | Organise transport of freight or goods                                 |
| TLIA0030 | Organise international transport of freight                            |
| TLIA0027 | Consolidate freight  |
| TLIF0009 | Ensure the safety of transport activities (Chain of Responsibility)    |
| TLIG0003 | Work effectively with others in a team                                 |
| TLIE0008 | Calculate mass, area and quantify dimensions                           |
| TLII0002 | Provide freight forwarding information and customer service            |
| TLIK0003 | Perform electronic data interchange to transmit shipping documentation |

## Your Rights & Responsibilities

As a Future Force student, there are certain rights and responsibilities that you need to be aware of. In addition to those outlined on the Future Force Code of Practice (available on the web site) the following rights and responsibilities apply to all students.

### Know your rights

You have the right to:

- a safe and healthy work and training environment
- basic industrial standards such as personal/carers leave, holiday pay and superannuation
- quality training, assistance, assessment and supervision
- raise issues or problems with your training or trainer/assessor
- appeal decisions made by Future Force regarding your course

### Know your responsibilities

You must:

- take an active role in the development and implementation of your training plan
  - follow the conditions set out in your training contract and training plan
  - attend the training session for the course in which you are enrolled
  - complete work under instruction within agreed timeframes
  - follow your employer's rules on health and safety
  - work under instruction at agreed working times
  - keep a record of your achievements, both at work and in training.

### Attendance at Future Force Training Sessions

Non-attendance without approval is seen as a breach of your training contract and could result in a review of your participation in the traineeship program and ultimately, your employment.

## Access to Records

Your trainer will maintain a file which records your participation and progress during the course. You will have input into the construction of, and be provided with a copy of, a Training Plan which outlines the intended delivery schedule as well as the units/modules to be completed. Any trainee may request information about their training records at any time. To obtain information about your records, simply make a verbal request to your trainer who will have trainee records at each training session. Should you wish to remove records for perusal outside of that, request a Release of Records form from your trainer and complete accordingly.



## Appeals, Complaints and Suggestions

Procedures are available for any student/trainee to make appeals regarding assessments, or indeed to appeal any Future Force decision regarding the student, in addition to a complaint procedure.

A suggestion form is also available should you have suggestions to make about any aspect of the program, or any aspect of Future Force you may wish to comment on.

Should you require any of this information, simply phone your local Future Force office and request one (or more) of the following:

- Appeals Procedure
- Complaint Procedure
- Suggestion Form

The complete version of the Complaints and Appeals Policy is available on the Future Force website.

Web Site – [www.futureforce.com.au](http://www.futureforce.com.au)

Future Force has information that is available to any potential trainee. Much of this information can be found on this website within the “Traineeships” section.

Information that can be located there includes:

- Future Force Code of Practice
- Student Fee information
- Student Support Services information
- Complaints and Appeals Policy
- Online Service Standards
- Privacy Policy & Procedure

## Recognition of Prior Learning (RPL), Credit Transfer and National Recognition

During your school life, or shortly after, you may have had work experience that could qualify you for RPL. Alternatively if you have recent qualifications, the opportunity may exist for recognition of a competency in a current unit or Credit Transfer for a previous version of a previously completed unit.

Should you believe you have relevant experience to gain RPL's, request an RPL Toolkit from Future Force for more information.

If you have current or recent qualifications from the Transport & Logistics training package, discuss it with your Future Force representative and if required, we shall supply the relevant application form for completion and assessment.

Applications for RPL, National Recognition or Credit Transfer need to be made at least 2 weeks prior to beginning your course. Future Force shall respond with the result of our assessment of your application prior to beginning your course.

To assist in working out which may apply to your circumstance, here is a definition of the various types of exemptions that you may be eligible to apply for:

### **Recognition of Prior Learning:**

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside formal education and training. RPL is an assessment process that assesses the individual's non formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency.

### **Recognition of Current Competency:**

The assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.

### **Credit Transfer:**

Credit Transfer applies when a person has completed formal training in units/modules and wishes to have this recognised as being equivalent to other units/modules. If there is a demonstrated documented equivalence the Credit Transfer process will provide the recognition.

### **National Recognition:**

RTO's must recognise the AQF qualifications and statements of attainment issued by all other RTO's thereby enabling national recognition of the qualifications and statements of attainment issued to any. Previously this was known as 'mutual recognition'.

Talk to your local Future Force representative if you feel you may qualify under one or more of the above categories.



## Industry Research Information

Listed below are a number of companies that operate in various guises within the freight and logistics industry. Some are large multi-national forwarders, others smaller Australian owned forwarders, shipping lines, road transport companies and even airlines. These are examples of the types of companies a Future Force trainee may be assigned to.

In order to provide you with a better understanding of the industry, we suggest that you research a sample of these companies (or others you may know or find) to ascertain what you think the industry is, what it does and what is its significance to the global economy. We have provided a head start for you by showing the web-site addresses.

Good luck with your research!

### **Sample "Freight" companies for research**

|                             |  |
|-----------------------------|--|
| Century Customs Services    | <a href="http://www.centurycustoms.com.au">www.centurycustoms.com.au</a>                     |
| DHL Global Forwarding       | <a href="http://www.dhl.com">www.dhl.com</a>   |
| Vanguard Logistics          | <a href="http://www.vanguardlogistics.com.au">www.vanguardlogistics.com.au</a>               |
| Kuehne and Nagel            | <a href="http://www.kuehne-nagel.com">www.kuehne-nagel.com</a>                               |
| CT Freight                  | <a href="http://www.ctfreight.com">www.ctfreight.com</a>                                     |
| Mainfreight – International | <a href="http://www.mainfreight-international.co.nz">www.mainfreight-international.co.nz</a> |
| UPS                         | <a href="http://www.ups-scs.com">www.ups-scs.com</a>   |
| AGS World Transport         | <a href="http://www.agsworld.com">www.agsworld.com</a>                                       |
| Rhenus Logistics            | <a href="http://www.rhenus.com/en/au/">www.rhenus.com/en/au/</a>                             |
| Henning Harders             | <a href="http://www.harders.com.au">www.harders.com.au</a>                                   |

## Preparing for Interview

### COMMON INTERVIEW QUESTIONS

- Tell me about yourself
- What did you want to be when you finished school?
- What can you bring to our company?
- Why should we employ you?
- Describe yourself in 3 words.
- What are your strengths?
- What are your weaknesses?
- Where do you see yourself in 5 years?
- What did you like/dislike about your last job?
- How do you cope with pressure?
- How do you deal with conflict?
- What do you know about the freight industry?
- Give me a definition of 'teamwork'
- What do you understand by the term 'work ethic'?
- Tell me about your IT skills.

One of the best ways to prepare is to open a Word document, type the question and then construct an interesting answer that is inclusive and provides examples. Practice these answers.

### QUESTIONS YOU CAN ASK EMPLOYERS

- Details about what the job actually involves on a day-to-day basis.
- Hours of work.
- Questions to demonstrate your knowledge of the company and the industry.
- Questions about the company website and its contents.
- What the career opportunities are within the industry

**ALWAYS have questions 'UP YOUR SLEEVE' for the end of the interview.**

### HOW TO DRESS?

Normal business attire should be worn for interviews. This means either suit and tie, or at least smart slacks and a business shirt (for males), and either a slacks/skirt suit and blouse/shirt for females.

Note that if successful in obtaining a traineeship, this type of attire would normally be required within the workplace on a day to day basis. You will need to be prepared for this, and may need to invest in such appropriate clothing in advance of commencing work. If you have any concerns or queries about dress requirements, your local Future Force office will be glad to assist.

For those whose job functions include working or visiting within a warehouse, it may also be necessary to purchase steel capped boots. Future Force can assist in helping you determine if this might be necessary.

## National Training Award Wage

The applicable wage structure for trainees is in accordance with the National Training Award, which at present is as per the following table. Note that standard penalty rates apply in line with the Clerks – Private Sector 2010 Award (updated).

(Effective 1 Jul 2023)

| Year 12 Graduates    | Gross Salary per week Cert III (approx) | Gross Salary per week Cert IV (approx) |
|----------------------|---|--|
| 1 <sup>st</sup> Year | \$503-                                  | \$522-                                 |
| 2 <sup>nd</sup> Year | \$585-                                  | \$607-                                 |
| 3 <sup>rd</sup> Year | \$681-                                  | \$707-                                 |
| 4 <sup>th</sup> Year | \$780-                                  | \$810-                                 |

### Superannuation

- Superannuation is paid at the rate of 10.5% of base salary into an approved superannuation fund. Future Force pays this into your nominated superannuation scheme, additional to salary.

### Job Seekers / Health Care Card Holders

- Bona fide 'Job Seekers' who are either registered with an Employment Services Provider (ESP) and /or a participant in the Commonwealth Government's Community Development Employment Program and/or Access Program, may be eligible for fee concessions. This may also apply to Commonwealth Health Care Card holders, or holders of a Pensioner Concession Card.

## Police Check and Right to Work

Many Host companies have some prerequisites that must be satisfied prior to accepting a trainee into their workplace.

These often include the requirement to present a current **Police Check**, in addition to a **Right to Work** authority.

You may choose to be prepared in advance by obtaining both documents prior to your interview with us here at Future Force. Regardless, they are handy documents to have as many employers in a variety of fields may require these from you. We recommend you complete this in advance.

They can be obtained (for a fee) on-line by utilising the following link:

[https://www.nationalcrimecheck.com.au/services/australian\\_right\\_to\\_work\\_checks](https://www.nationalcrimecheck.com.au/services/australian_right_to_work_checks)



## Fees, Charges & Refunds

### Fees

- Students/trainees are required to pay a tuition fee. This fee amounts to \$188 per annum (indicatively \$0.89 per scheduled hour). The fee is applied by Future Force by way of a tax deductible wage deduction on a fortnightly basis, totalling \$7.22 per fortnight. There are no other fees applicable.
- The reason that fees are maintained at this level is due to the possibility of your course being subsidised by the State government. Should this be the case in your instance, you should also be aware that such funding is available on one occasion only and will most likely not be available to subsidise any further course of study you may undertake at a later date.

### Refunds

- *Trainees:* as fees are not charges in advance, there are no refunds available.
- *Fee for service students:* An initial enrolment fee may be levied prior to commencement and is refundable upon written request only if the participant does not actually commence the course. Refund shall be provided to the nominated bank account with 10 working days from receipt of the request if it is agreed that the course was not commenced. All other fees are paid in arrears and as such no refunds shall be available.

The full 'Fees, Charges and Refunds Policy and Procedure' is available on the Future Force website.

#### Fees - Schedule 1

##### Indicative government subsidised student fee information - 2022/23

*(Applicable to most juniors taking on a full-time traineeship)*

*(Fees and charges for government subsidised training, calculated according to the Skills First Program Guidelines about Fees)*

| Course Title  | Indicative scheduled hours | Indicative tuition fee per scheduled hour | Total Standard Tuition Fees | Indicative Government contribution per scheduled hour | Total student contribution | RPL Fees |
|---|----------------------------|---|-----------------------------|---|----------------------------|----------|
| TLI31321 Certificate III in International Freight Forwarding (Operator) | 420                        | \$7.89                                    | \$3,315.00                  | \$7.00  | \$375.00                   | \$0.00   |

Note:

\* Fees are charged based on full 24 month scheduled completion time. Additional fees may apply if course duration exceeds 24 months.

\* There are no additional fees applicable. Services such as amenity fees, services fees, tuition fees are all included in the above.

\* Applicable to eligible students. Eligibility can be ascertained by contacting your local Future Force office

\* Fees are not charged in advance (hence no refunds are available)

##### Indicative fees for 'Fee for Service' students- 2022/23

*(Applicable to non full time traineeship students. E.g. Existing/experienced staff students upskilling)*

| Course name   | Indicative scheduled hours | Indicative tuition fee per scheduled hour | Total Standard Tuition Fees | Indicative Government contribution per scheduled hour | Total student contribution | RPL Fees          |
|---|----------------------------|---|-----------------------------|---|----------------------------|-------------------|
| TLI31321 - Certificate III in International Freight Forwarding (Operator)       | 420                        | \$18.90                                   | \$7,940.00                  | \$7.00  | \$5,000.00                 | \$255.00 per unit |
| TLI40221 - Certificate IV in International Freight Forwarding (Senior Operator) | 470                        | \$10.64                                   | \$5,000.00                  | \$0.00  | \$5,000.00                 | \$255.00 per unit |

Note:

\* There are no additional fees applicable. Services such as amenity fees, services fees, tuition fees are all included in the above.

\* Applicable to eligible students. Eligibility can be ascertained by contacting your local Future Force office

\* Fees are not charged in advance (only exception below) hence no refunds are available

\* An enrollment fee of \$1000 may be applicable in certain circumstances. Note that this fee forms part of the total student contribution, and is not an additional fee. This fee may be refundable in certain circumstances. Check with Future Force to ascertain if this is applicable.

\* The student tuition fees as published are subject to change given individual circumstances at enrolment



## Unique Student Identifier (USI)

### **About the Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

All students registering for, or completing a Nationally Recognised training course post 1 January 2015, must have an Australian Government administered "Unique Student Identifier" number, or "USI".

If you proceed with a Future Force traineeship, you will be asked to choose 1 of the 3 options outlined below:-

### **If you already have a USI**

You will need to provide this number to Future Force prior to commencing your course. You can check whether you already have a USI by visiting the website [www.usi.gov.au](http://www.usi.gov.au). If you already have a USI, you can choose Option 1 below and provide your USI to Future Force.

### **If you do not already have a USI**

There are a further 2 options available if you have to obtain one.

The options are:

Option 2: apply on-line and obtain the USI yourself. This can be done via the website: [www.usi.gov.au](http://www.usi.gov.au). You will then be required to provide your USI to Future Force.

or

Option 3: provide Future Force with authority (via a form that we shall provide) to apply for your USI on your behalf.

### **Identification for USI**

When applying for a USI, or if you request Future Force to apply on your behalf, you will have to verify your identity. You must (or Future Force must) do so through the Documentation Verification Service (DVS) which is built into the USI online application process. You will be required to provide one of the following documents:

- Medicare card
- birth certificate
- driver licence
- Australian passport
- certificate of registration by descent
- citizenship certificate
- Visa (with non-Australian passport)
- ImmiCard



### **Privacy Notice to Individuals concerning the USI**

You are advised and agree that you understand and consent that the personal information you provide in connection with an application for a USI:

- Is collected by the Student Identifiers Registrar for the purposes of:
  - Applying for, verifying and giving a USI;
  - Resolving problems with a USI; and
  - Creating authenticated vocational education and training (VET transcripts)
- May be disclosed to:
  - Commonwealth and State/Territory departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing VET, VET providers and VET programs
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET regulators to enable them to perform their VET regulatory functions
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - Current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - The National Centre for Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - Researchers for education and training related research purposes;
  - Any other person or agency that may be authorised or required by law to access information;
  - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without their consent unless authorised or required by or under law

The Student Identifiers Registrar's Privacy Policy (<http://www.usi.gov.au/Pages/privacy-policy.aspx>) contains information about how you may:

- access and seek correction of the personal information held about them; and
- complain about a breach of privacy and how such complaints will be dealt with