

Technical Description

Freight Forwarding

Transportation and Logistics



WorldSkills International, by a resolution of the Competitions Committee and in accordance with the Constitution, the Standing Orders and the Competition Rules, has adopted the following minimum requirements for this skill for the WorldSkills Competition.

The Technical Description consists of the following:

1 INTRODUCTION	2
2 THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS).....	4
3 THE ASSESSMENT STRATEGY AND SPECIFICATION	10
4 THE MARKING SCHEME.....	11
5 THE TEST PROJECT	14
6 SKILL MANAGEMENT AND COMMUNICATION	17
7 SKILL-SPECIFIC SAFETY REQUIREMENTS	18
8 MATERIALS AND EQUIPMENT	19
9 SKILL-SPECIFIC RULES	21
10 VISITOR AND MEDIA ENGAGEMENT	22
11 SUSTAINABILITY.....	23
12 REFERENCES FOR INDUSTRY CONSULTATION	24

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1 INTRODUCTION

1.1 NAME AND DESCRIPTION OF THE SKILL COMPETITION

1.1.1 The name of the skill competition is

Freight Forwarding

1.1.2 Description of the associated work role(s) or occupation(s).

The Freight Forwarder manages the movement of freight from one location to another on behalf of a customer. They generally do this on a commercial basis and within a strong legal and financial framework. The modes of transport may include road, rail, air or sea, or a combination of these. The Freight Forwarder requires specific expertise to ensure that all necessary documentation conforms to the requirements of customs, insurance and the law (IATA Conventions, Maritime Law, ICC Codes and any international regulations governing international transportation).

This work role may be part of a large or small logistics organization with the main purpose of moving freight on behalf of other organizations and individuals. It may also be situated within a national or international supply chain.

The work environment for the Freight Forwarder is normally an office equipped with ITC services. The scope of the role will be determined by the size of the organization; generally, the larger the organization the more specialized the role will be. Specialist functions may also be outsourced or subcontracted to agents. However broad or narrow the role, its core is the preparation of quotations, the processing of orders and the calculation of costs and price. The Freight Forwarder deals with written and telephone correspondence, sometimes using two or more languages, normally including English. They also prepare delivery notes and deal with complaints. In smaller, less compartmentalized organizations the Freight Forwarder may also need to coordinate transport and warehousing. Increasingly this role operates in a paperless environment.

Although the Freight Forwarder is individually responsible for the quality of their own work, since the movement of freight is a 24-hour operation, they have a mutual dependency on both other Freight Forwarders and also the broader quality of the organization's procedures and systems. The Freight Forwarder is the customer-facing part of the organization, whose transactions lead to contracts which must be robust, cost-effective and encourage repeat business. The quality of the Freight Forwarder's communication with the customer from initial enquiry through to safe delivery is vital. This is especially the case with customer complaints, which require a close knowledge of each stage of the agreed service and efficient problem solving within the given procedures.

The Freight Forwarder is dependent on each stage of the freight moving process working as intended. Therefore, their work will be affected by many human and non-human factors. Locally and nationally there are seasonal factors, including weather and major festivals and holidays, and also infrastructural factors. For international freight, the factors multiply, one of the greater complexities being customs. Depending on the place of the organization within the market for logistics and supply, some freight may require exceptional care, or urgency, or priority treatment. So although the Freight Forwarder works within tight procedures, they must also be highly responsive to the large and small issues that impact on their role daily or occasionally.

Freight forwarding and supply is a growing sector; this is a long-term trend associated with globalization. Therefore, it is a very attractive area for employment. At the same time, the sector is very vulnerable to the disruptive impact of technology on a large and rapid scale as networks are integrated and robotics advance. A Freight Forwarder who has the capacity to be both exact and responsive as required will be in a strong position to take advantage of this volatility and growth for the benefit of both commerce and society.

1.1.3 Number of Competitors per team

Freight Forwarding is a single Competitor skill competition.

1.1.4 Age limit of Competitors

The Competitors must not be older than 22 years in the year of the Competition.

1.2 THE RELEVANCE AND SIGNIFICANCE OF THIS DOCUMENT

This document contains information about the standards required to compete in this skill competition, and the assessment principles, methods and procedures that govern the competition.

Every Expert and Competitor must know and understand this Technical Description.

In the event of any conflict within the different languages of the Technical Descriptions, the English version takes precedence.

1.3 ASSOCIATED DOCUMENTS

Since this Technical Description contains only skill-specific information it must be used in association with the following:

- WSI – Competition Rules
- WSI – WorldSkills Standards Specification framework
- WSI – WorldSkills Assessment Strategy
- WSI Online resources as indicated in this document
- WorldSkills Health, Safety, and Environment Policy and Regulations

2 THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS)

2.1 GENERAL NOTES ON THE WSSS

The WSSS specifies the knowledge, understanding and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSSS).

The skill competition is intended to reflect international best practice as described by the WSSS, and to the extent that it is able to. The Standards Specification is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standards Specification is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards Specification. This is often referred to as the “weighting”. The sum of all the percentage marks is 100.

The Marking Scheme and Test Project will assess only those skills that are set out in the Standards Specification. They will reflect the Standards Specification as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme and Test Project will follow the allocation of marks within the Standards Specification to the extent practically possible. A variation of five percent is allowed, provided that this does not distort the weightings assigned by the Standards Specification.

2.2 WORLDSKILLS STANDARDS SPECIFICATION

SECTION		RELATIVE IMPORTANCE (%)
1	Work organization and management	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The place of freight forwarding within industry and commerce • The place of freight forwarding within a range of organization types • The boundaries of freight forwarding roles • The impact of freight forwarding roles on those with adjacent roles and responsibilities • 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 • 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 <ul style="list-style-type: none"> • The business • Colleagues • Customers 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Manage the core functions of the role • Respond efficiently to the peaks and troughs of business • Solve or mitigate the consequences of issues that arise in the normal course of business • Maintain an efficient and secure work space • Take account of the need for sustainable working and solutions • Maintain due process and accountability when under pressure • Respond efficiently to exceptional circumstances • Enable others to address and resolve issues within one's own area when personally unavailable 	
2	Customer relations	25
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The principles of behaviour when working with and for customers • The business's policy and position in relation to the type of customer and goods • The principles underlying marketing and advertising strategies and techniques • Cultural norms and expectations • The range of customers' preferred communication forms 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Using the framework of the law: <ul style="list-style-type: none"> • Communicate with the customer verbally • Communicate with the customer in writing • Maintain clarity both ways during interactions • Within the available flexibilities provide the customer with confidence and value for money • Prepare the customer for associated risks and uncertainty where these apply • Acquire new customers and business through visits, presentations and value-added services 	
3	Business transactions	20
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The general and specific options and procedures for the movement of goods including: <ul style="list-style-type: none"> • Road • Rail • Air • Sea • The geographic pre-requisites for optimal route planning • 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 basics of employment law • Revenues and expenses • Budget creation • The essential features of corporate taxes and duties • The advantages and disadvantages of different payment methods • The commercial and legal implications of different payment methods • The elements of an invoice • The procedures for payment transactions 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Make financial decisions based on understanding of customer behaviour • Make cost-benefit calculations in order to recommend particular plans of action • Handle and safeguard personal and other sensitive data • Risk assess the implications of the agreements • With regard to insurance <ul style="list-style-type: none"> • Assess insurance needs • Take out insurance • Make insurance claims based on loss or damage • Using the framework of the law <ul style="list-style-type: none"> • Initiate agreements • Conclude agreements • Fulfil agreements 	
4	Costing and pricing	23
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The principles and formal requirements of accounting • How to analyse and allocate receipts • The purposes 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 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Make records of income and outgoings • Compare and assess banking services involving national and international transactions, taking their terms into account • Research the relevant toll systems and incorporate in cost benefit analyses • Calculate import charges • Calculate purchase costs, comparing rates and conditions • Make and justify qualitative and quantitative choices based on price/performance ratios • Carry out calculations on volume and price • Check calculations and generate invoices • Carry out trade costing including import and export calculations and cost accounting • Calculate prices and price discounts • Compare quotations • Identify and interpret industry-specific labelling and safety requirements for sensitive, urgent and hazardous goods 	

5	Information and communication technology	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • 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 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Maintain and upgrade IT skills to meet organizational needs and trends • Use IT in a safe, responsible and appropriate manner • Use IT for all aspects of business transactions <ul style="list-style-type: none"> • Written communications • Sourcing suppliers, obtaining quotations, orders • Agreement, delivery notes • Invoices • Payment • Ensure that information is easily accessible to authorized others according to need • Use ICT to win and sustain business, including through the design and delivery of presentations, feedback, and data 	
6	Contingency management	12
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The legal principles and their application to freight forwarding • The forms, protocols and conditions that <ul style="list-style-type: none"> • 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 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Research legal options for industry-specific problems in handling transactions • Deal with industry-specific problems in an appropriate manner • React appropriately to contractual irregularities • Explain and record the line of action taken • Respond to emergencies and critical incidents • Treat emergencies and critical incidents as a basis for quality development • Use continuous quality improvement methods within the immediate and wider work group • Incorporate environmental considerations in the decision-making process 	
	Total	100

3 THE ASSESSMENT STRATEGY AND SPECIFICATION

3.1 GENERAL GUIDANCE

Assessment is governed by the WorldSkills Assessment Strategy. The Strategy establishes the principles and techniques to which WorldSkills assessment and marking must conform.

Expert assessment practice lies at the heart of the WorldSkills Competition. For this reason, it is the subject of continuing professional development and scrutiny. The growth of expertise in assessment will inform the future use and direction of the main assessment instruments used by the WorldSkills Competition: the Marking Scheme, Test Project, and Competition Information System (CIS).

Assessment at the WorldSkills Competition falls into two broad types: measurement and judgement. For both types of assessment, the use of explicit benchmarks against which to assess each Aspect is essential to guarantee quality.

The Marking Scheme must follow the weightings within the Standards Specification. The Test Project is the assessment vehicle for the skill competition, and also follows the Standards Specification. The CIS enables the timely and accurate recording of marks, and has expanding supportive capacity.

The Marking Scheme, in outline, will lead the process of Test Project design. After this, the Marking Scheme and Test Project will be designed and developed through an iterative process, to ensure that both together optimize their relationship with the Standards Specification and the Assessment Strategy. They will be agreed by the Experts and submitted to WSI for approval together, in order to demonstrate their quality and conformity with the Standards Specification.

Prior to submission for approval to WSI, the Marking Scheme and Test Project will liaise with the WSI Skill Advisors in order to benefit from the capabilities of the CIS.

4 THE MARKING SCHEME

4.1 GENERAL GUIDANCE

This section describes the role and place of the Marking Scheme, how the Experts will assess Competitors' work as demonstrated through the Test Project, and the procedures and requirements for marking.

The Marking Scheme is the pivotal instrument of the WorldSkills Competition, in that it ties assessment to the standards that represent the skill. It is designed to allocate marks for each assessed aspect of performance in accordance with the weightings in the Standards Specification.

By reflecting the weightings in the Standards Specification, the Marking Scheme establishes the parameters for the design of the Test Project. Depending on the nature of the skill and its assessment needs, it may initially be appropriate to develop the Marking Scheme in more detail as a guide for Test Project design. Alternatively, initial Test Project design can be based on the outline Marking Scheme. From this point onwards the Marking Scheme and Test Project should be developed together.

Section 2.1 above indicates the extent to which the Marking Scheme and Test Project may diverge from the weightings given in the Standards Specification, if there is no practicable alternative.

The Marking Scheme and Test Project may be developed by one person, or several, or by all Experts. The detailed and final Marking Scheme and Test Project must be approved by the whole Expert Jury prior to submission for independent quality assurance. The exception to this process is for those skill competitions which use an independent designer for the development of the Marking Scheme and Test Project. Please see the Rules for further details.

Experts and independent designers are required to submit their Marking Schemes and Test Projects for comment and provisional approval well in advance of completion, in order to avoid disappointment or setbacks at a late stage. They are also advised to work with the CIS Team at this intermediate stage, in order to take full advantage of the possibilities of the CIS.

In all cases a draft Marking Scheme must be entered into the CIS at least eight weeks prior to the Competition using the CIS standard spreadsheet or other agreed methods.

4.2 ASSESSMENT CRITERIA

The main headings of the Marking Scheme are the Assessment Criteria. These headings are derived in conjunction with the Test Project. In some skill competitions the Assessment Criteria may be similar to the section headings in the Standards Specification; in others they may be totally different. There will normally be between five and nine Assessment Criteria. Whether or not the headings match, the Marking Scheme as a whole must reflect the weightings in the Standards Specification.

Assessment Criteria are created by the person(s) developing the Marking Scheme, who are free to define criteria that they consider most suited to the assessment and marking of the Test Project. Each Assessment Criterion is defined by a letter (A-I). It is advisable not to specify either the Assessment Criteria, or the allocation of marks, or the assessment methods, within this Technical Description.

The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria.

The marks allocated to each Criterion will be calculated by the CIS. These will be the cumulative sum of marks given to each Aspect within that Assessment Criterion.

4.3 SUB CRITERIA

Each Assessment Criterion is divided into one or more Sub Criteria. Each Sub Criterion becomes the heading for a WorldSkills marking form. Each marking form (Sub Criterion) contains Aspects to be assessed and marked by measurement or judgement, or both measurement and judgement.

Each marking form (Sub Criterion) specified both the day on which it will be marked, and the identity of the marking team.

4.4 ASPECTS

Each Aspect defines, in detail, a single item to be assessed and marked together with the marks, or instructions for how the marks are to be awarded. Aspects are assessed either by measurement or judgement.

The marking form lists, in detail, every Aspect to be marked together with the mark allocated to it.

The sum of the marks allocated to each Aspect must fall within the range of marks specified for that section of the skill in the Standards Specification. This will be displayed in the Mark Allocation Table of the CIS, in the following format, when the Marking Scheme is reviewed from C-8 weeks. (Section 4.1)

	CRITERIA								TOTAL MARKS PER SECTION	WSS MARKS PER SECTION	VARIANCE	
	A	B	C	D	E	F	G	H				
STANDARDS SPECIFICATION SECTION	1	5.00							5.00	5.00	0.00	
	2		2.00					7.50		10.00	0.50	
	3								11.00	10.00	1.00	
	4			5.00					5.00	5.00	0.00	
	5				10.00	10.00	10.00			30.00	30.00	0.00
	6		8.00	5.00				2.50	9.00	24.50	25.00	0.50
	7			10.00				5.00		15.00	15.00	0.00
TOTAL MARKS	5.00	10.00	10.00	10.00	10.00	10.00	15.00	20.00	100.00	100.00	2.00	

4.5 ASSESSMENT AND MARKING

There is to be one marking team for each Sub Criterion, whether it is assessed and marked by judgement, measurement, or both. The same marking team must assess and mark all competitors, in all circumstances. The marking teams must be organized to ensure that there is no compatriot marking in any circumstances. (See 4.6.)

4.6 ASSESSMENT AND MARKING USING JUDGEMENT

Judgement uses a scale of 0-3. To apply the scale with rigour and consistency, judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts or separate guidance notes)
- the 0-3 scale to indicate:
 - 0: performance below industry standard
 - 1: performance meets industry standard
 - 2: performance meets and, in specific respects, exceeds industry standard
 - 3: performance wholly exceeds industry standard and is judged as excellent

Three Experts will judge each Aspect, with a fourth to coordinate the marking and acting as a judge to prevent compatriot marking.

4.7 ASSESSMENT AND MARKING USING MEASUREMENT

Three Experts will be used to assess each aspect. Unless otherwise stated only the maximum mark or zero will be awarded. Where they are used, the benchmarks for awarding partial marks will be clearly defined within the Aspect.

4.8 THE USE OF MEASUREMENT AND JUDGEMENT

Decisions regarding the selection of criteria and assessment methods will be made during the design of the competition through the Marking Scheme and Test Project.

Assessment methods will be specified by the Independent Designer when designing the Marking Scheme and Test Project.

4.9 COMPLETION OF SKILL ASSESSMENT SPECIFICATION

Marking groups will be formed in accordance with the Competition Rules.

The skill assessment criteria developed by the external writer will be clear concise Aspects which specify the basis on which each mark is awarded.

Measurement will be used where performance can be measured either as yes/no or on a numerical scale associated with measurable items.

Judgement will be used for the assessment of quality, in which case that assessment will be specifically benchmarked to industry expectations specified directly or through proxies such as clients.

4.10 SKILL ASSESSMENT PROCEDURES

- Both measurement and judgement will be required.
- Assessment will cover both processes and outcomes.
- Assessment based on presentations, amounting to no more than 25% of the marks, will be based on
 - numbers and graphical information
 - the use of a restrictive English vocabulary that is the universal operating language for this occupation.

5 THE TEST PROJECT

5.1 GENERAL NOTES

Sections 3 and 4 govern the development of the Test Project. These notes are supplementary.

Whether it is a single entity, or a series of stand-alone or connected modules, the Test Project will enable the assessment of the skills in each section of the WSSS.

The purpose of the Test Project is to provide full, balanced and authentic opportunities for assessment and marking across the Standards Specification, in conjunction with the Marking Scheme. The relationship between the Test Project, Marking Scheme and Standards Specification will be a key indicator of quality, as will be its relationship with actual work performance.

The Test Project will not cover areas outside the Standards Specification, or affect the balance of marks within the Standards Specification other than in the circumstances indicated by Section 2.

The Test Project will enable knowledge and understanding to be assessed solely through their applications within practical work.

The Test Project will not assess knowledge of WorldSkills rules and regulations.

This Technical Description will note any issues that affect the Test Project's capacity to support the full range of assessment relative to the Standards Specification. Section 2.1 refers.

5.2 FORMAT/STRUCTURE OF THE TEST PROJECT

The Independent Designer will design Marking Scheme and Test Project within the limits set out in this Technical Description. The following format/structure will apply.

Over 18 – 22 hours, Competitors will compete within a simulated logistics environment. The competition will comprise

- a series of tasks that reflect the core role of the freight forwarder, timed to reflect the peaks and flows of activity in the sector for this work role
- an overlay of issues and problems that are common to the environment and the work role:
 - e.g. a complaint; adverse weather; a brief power outage
 - a small number of critical incidents affecting the work role: primarily urgent and/or highly sensitive assignments.

If no Independent Designer is available, the Test Project and Marking Scheme will be designed by Skill Competition Manager. All Experts can send their ideas for modules to Skill Competition Manager till a definite date (for example end of the year...). Final decision about the Test Project will be made by Skill Competition Manager considering that all parts of the Technical Description are met.

As Freight Forwarders are acting in a worldwide business scope, all correspondence (TP, all documents, presentation – by word or spoken) has to be done in English. No translation into Competitor's preferred language will be allowed. Only the module instructions may be translated to Competitor's preferred language.

5.3 TEST PROJECT DESIGN REQUIREMENTS

The Test Project will consist of daily activities of a freight forwarder specialist reflecting the real industry environment. The Test Project will be not-be modular, but must be checked and validated daily by observing Experts for all performed Competitors' activities.

Within the framework set out in Sections 4.7 and 5.2, the whole Test Project assessment and marking will take place on C3 and C4, meaning the Test Project must allow the finalization of main activities by the end of C3 and contain only industry specific test or similar small activities (written or interactive) with very limited timeframe and not later than until 12.00 on C4. This will allow the Assessment team to complete assessment and marking procedures within the working hours of C4.

The Test Project introduction will take place on C1 30 minutes prior to the Competition start and will not contain full visualisation of the result necessary to achieve fulfilling any tasks given within the Test Project throughout the Competition days. As the Competition in its limits will simulate close to the real logistics environment – Competitors will only receive very basic information on the first day, which will mostly be helping and/or leading them on how technically to complete the tasks (such as, but not limited to: email addresses, how to create a correct subject, templates etc) and a very basic (high level) introduction on what the Competitors will be doing when working with the Test Project.

Apart from the information given in this Technical Description, other information relating to the Marking Scheme and Test Project will be provided in a way that simulates the Freight Forwarder's work environment.

5.4 TEST PROJECT DEVELOPMENT

The Test Project MUST be submitted using the templates provided by WorldSkills International (www.worldskills.org/expertcentre). Use the Word template for text documents and DWG template for drawings.

5.4.1 Who develops the Test Project or modules

The Test Project will be independently designed.

5.4.2 How and where is the Test Project or modules developed

The Independent Designer is to produce a single Test Project for the use in the Competition. Additionally, there has to be one back up task for each day, including the marking scheme.

The independent designer is to produce the Test Project including the marking scheme, three months before the Competition, to submit it to the WorldSkills secretariat for a last check by the Skills Competition Manager or equivalent person.

The presence of the Test Project designer is not mandatory during the pre-competition and Competition period.

5.4.3 When is the Test Project developed

The Test Project is developed according to the following timeline:

TIME	ACTIVITY
Three (3) months before the current Competition	The Test Project must be finalized and submitted to WorldSkills International for validation.

5.5 TEST PROJECT VALIDATION

The Test Project developed have considered the knowledge and skill level and the scope of practices of the Competitors. As such, the Competitors will be able to complete the assigned task in the time given.

5.6 TEST PROJECT SELECTION

Not applicable.

5.7 TEST PROJECT CIRCULATION

The Test Project is circulated via the website as follows:

The Test Project will not be circulated. An introduction to the Test Project will be made available. Competitors should use the previous Test Project to understand the concept.

5.8 TEST PROJECT COORDINATION (PREPARATION FOR COMPETITION)

Coordination of the Test Project will be undertaken by the Skill Competition Manager or equivalent.

5.9 TEST PROJECT CHANGE AT THE COMPETITION

Not applicable.

5.10 MATERIAL OR MANUFACTURER SPECIFICATIONS

Specific material and/or manufacturer specifications required to allow the Competitor to complete the Test Project will be supplied by the Competition Organizer and are available from www.worldskills.org/infrastructure located in the Expert Centre.

6 SKILL MANAGEMENT AND COMMUNICATION

6.1 DISCUSSION FORUM

Prior to the Competition, all discussion, communication, collaboration, and decision making regarding the skill competition must take place on the skill specific Discussion Forum (<http://forums.worldskills.org>). Skill related decisions and communication are only valid if they take place on the forum. The Chief Expert (or an Expert nominated by the Chief Expert) will be the moderator for this Forum. Refer to Competition Rules for the timeline of communication and competition development requirements.

6.2 COMPETITOR INFORMATION

All information for registered Competitors is available from the Competitor Centre (www.worldskills.org/competitorcentre).

This information includes some or all of, according to the Rules:

- Competition Rules
- Technical Descriptions
- Marking Schemes
- Test Projects
- Infrastructure List
- WorldSkills Health, Safety, and Environment Policy and Regulations
- Other Competition-related information

6.3 TEST PROJECTS [AND MARKING SCHEMES]

Circulated Test Projects will be available from www.worldskills.org/testprojects and the Competitor Centre (www.worldskills.org/competitorcentre).

6.4 DAY-TO-DAY MANAGEMENT

The day-to-day management of the skill during the Competition is defined in the Skill Management Plan that is created by the Skill Management Team led by the Skill Competition Manager. The Skill Management Team comprises the Skill Competition Manager, Chief Expert and Deputy Chief Expert. The Skill Management Plan is progressively developed in the six months prior to the Competition and finalized at the Competition by agreement of the Experts. The Skill Management Plan can be viewed in the Expert Centre (www.worldskills.org/expertcentre).

7 SKILL-SPECIFIC SAFETY REQUIREMENTS

Refer to WorldSkills Health, Safety, and Environment Policy and Regulations for Host country or region regulations.

8 MATERIALS AND EQUIPMENT

8.1 INFRASTRUCTURE LIST

The Infrastructure List details all equipment, materials and facilities provided by the Competition Organizer.

The Infrastructure List is available at www.worldskills.org/infrastructure.

The Infrastructure List specifies the items and quantities requested by the Experts for the next Competition. The Competition Organizer will progressively update the Infrastructure List specifying the actual quantity, type, brand, and model of the items. Items supplied by the Competition Organizer are shown in a separate column.

At each Competition, the Experts must review and update the Infrastructure List in preparation for the next Competition. Experts must advise the Director of Skills Competitions of any increases in space and/or equipment.

At each Competition, the Technical Observer must audit the Infrastructure List that was used at that Competition.

The Infrastructure List does not include items that Competitors and/or Experts are required to bring and items that Competitors are not allowed to bring – they are specified below.

8.2 COMPETITORS TOOLBOX

Competitors are not required to bring a toolbox.

8.3 MATERIALS, EQUIPMENT, AND TOOLS SUPPLIED BY COMPETITORS IN THEIR TOOLBOX

Competitors are not required to supply any tools.

8.4 MATERIALS, EQUIPMENT, AND TOOLS SUPPLIED BY EXPERTS

Experts are not required to supply any tools.

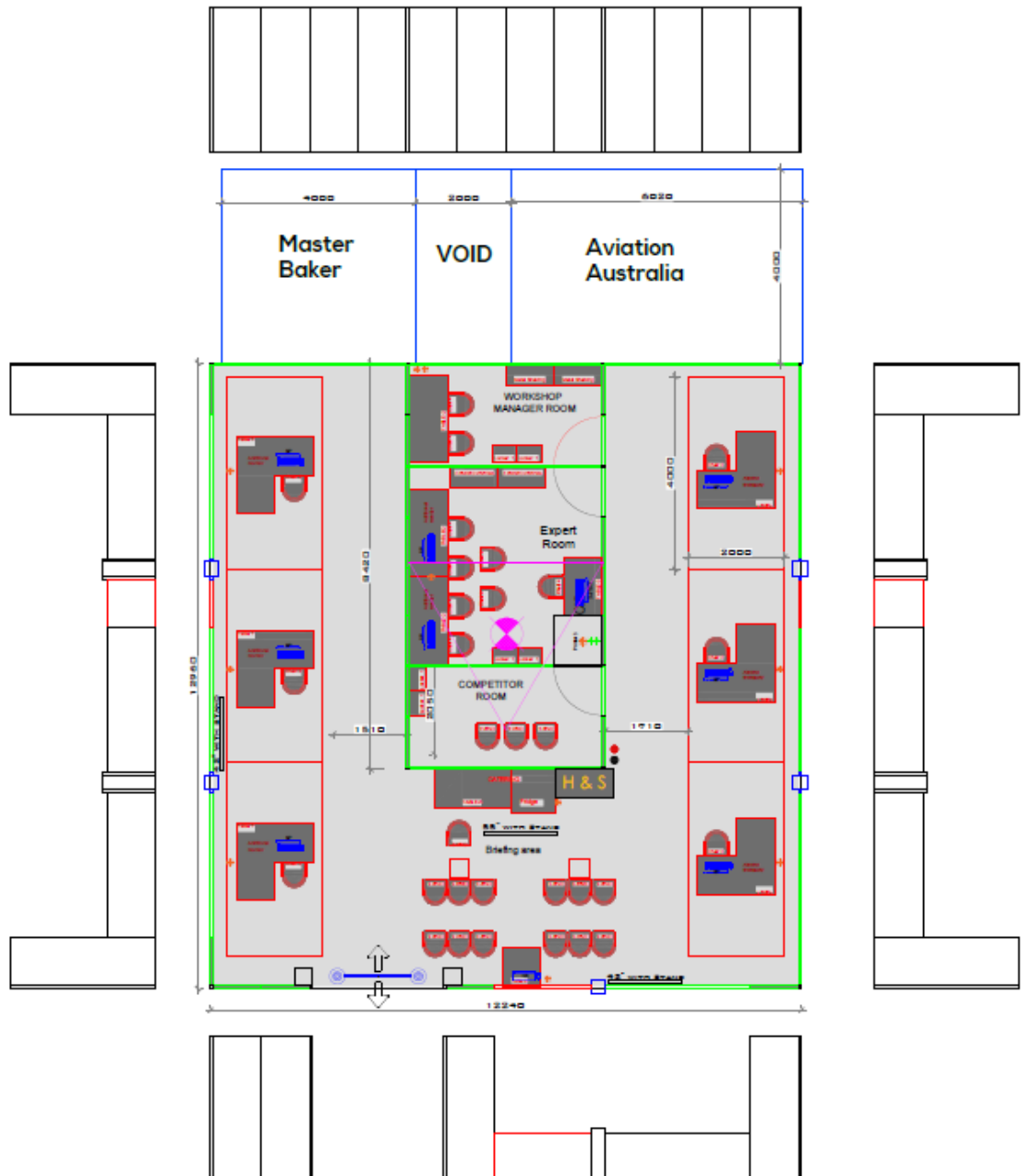
8.5 MATERIALS AND EQUIPMENT PROHIBITED IN THE SKILL AREA

Prohibited materials and equipment will be decided by the Experts on the Discussion Forum prior to the Competition.

8.6 PROPOSED WORKSHOP AND WORKSTATION LAYOUTS

Workshop layouts from previous competitions are available at www.worldskills.org/sitelayout.

Example workshop layout:



9 SKILL-SPECIFIC RULES

Skill-specific rules cannot contradict or take priority over the Competition Rules. They do provide specific details and clarity in areas that may vary from skill competition to skill competition. This includes but is not limited to personal IT equipment, data storage devices, internet access, procedures and work flow, and documentation management and distribution.

TOPIC/TASK	SKILL-SPECIFIC RULE
Use of technology – USB, memory sticks	<ul style="list-style-type: none"> Competitors, Experts, and Interpreters must not bring any form of digital storage (ram/hard drive) into the workshop.
Use of technology – personal laptops, tablets, and mobile phones	<ul style="list-style-type: none"> Competitors, Experts, and Interpreters are not allowed to use personal laptops, tablets, and mobile phones.
Use of technology – personal photo and video taking devices	<ul style="list-style-type: none"> Competitors, Experts, and Interpreters are allowed to use personal photo and video taking devices in the workshop at the conclusion of the competition only on C4.
Drawings, recording information	<ul style="list-style-type: none"> Competitors are not permitted to bring notes into the workshop under any circumstances. All notes made at the Competitor workstation must remain on the Competitors desk at all times. No notes may be taken outside of the workshop until the competition has concluded on C4.
Equipment failure	<ul style="list-style-type: none"> In the occurrence of equipment failure Competitors must notify Experts immediately by raising their hand. Experts will take note of the time that the Competitor is not able to make use of their equipment. Any time lost due to equipment failure will be provided to the Competitor at the end of the standard Module time. No additional time will be granted for work not saved prior to the equipment failure.
Health, Safety and Environment	<ul style="list-style-type: none"> Refer to the WorldSkills Health, Safety, and Environment policy and guidelines document.

10 VISITOR AND MEDIA ENGAGEMENT

- The series of tasks will not have immediate impact for visitors; however, as the core of the work role they are likely to account for around 50% of the available marks.
- The overlay of issues and problems will not be known in advance by competitors. A number of them will have visitor impact because they will be interactive (using actors etc.) and carry an element of surprise.
- Each of the critical incidents will have major impact because they will be time-critical; involve actors, and engage with universally understood issues. It will be possible to use old news flashes for these.

11 SUSTAINABILITY

The competition should be externally designed by personnel within the industry who are aware of sustainability and environmental factors and the application of reduction targets to the sector. At least one of the minor incidents and one of the major incidents will have environmental themes.

It will be preferable to use personnel from the sector who are comfortable with role play, in order to provide the incidents with the necessary authenticity. This should also have a cost saving.

12 REFERENCES FOR INDUSTRY CONSULTATION

WorldSkills is committed to ensuring that the WorldSkills Standards Specifications fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Standards Specification on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (<http://www.ilo.org/public/english/bureau/stat/isco/isco08/>)
- ESCO: (<https://ec.europa.eu/esco/portal/home>)
- O*NET OnLine (www.onetonline.org/)

This WSSS (Section 2) appears to relate most closely to *Freight Forwarders*:
<https://www.onetonline.org/link/summary/43-5011.01>

and is a junior version of *Forwarding Manager*: <http://data.europa.eu/esco/occupation/39803100-c338-4f01-ad2c-085d488920ca>

These links can also be used to explore adjacent occupations.

The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Standards Specification in place for WorldSkills Kazan 2019.

ORGANIZATION	CONTACT NAME
Jenty-Spedition (Europe and Asia)	Katrina Agha Baba Rangraz, Deputy, Export Department for Refrigerated Transport