



Understanding Freight Forwarding

- Describe the role of CIFFA in regulating international trade
- Define the duty of the CIFFA freight forwarder and the Code of Ethics
- Explain the purpose of CIFFA Standard Trading Conditions
- Describe history, mission and regulatory activities of FIATA
- Describe the role of other regulatory organizations and professional associations in international trade
- Describe the parties involved in international trade
- Define the role of the CIFFA freight forwarder
- Describe Canada's geographical and economic position as it relates to international trade
- Identify world time zones
- Calculate current time in different world time zones
- Calculate the shipment's time of arrival at destination taking into consideration different time zones
- Describe the step-by-step process of shipment execution

Terms of Trade

- Describe the evolution of Incoterms
- List Incoterms® 2020
- Explain the role of Incoterms® 2020 in shipment planning
- Explain the transfer of risk, payment and documentation for Incoterms® 2020 in the sales contract
- Identify Incoterms® 2020 required for a shipment
- Discuss the responsibility of the freight forwarder when advising their client about Incoterms® 2020
- Determine the appropriate Incoterms® 2020 rule for a shipment

Land Transportation

- Describe the history of Canada's railways
- List major rail carriers and resources to find truck carriers
- Describe the legislative environment for rail transportation
- Identify customer's requirements and constraints for the transportation of freight by rail and truck
- Determine the commodities carried by rail and truck
- Determine the dimensions of freight
- Describe the types and characteristics of rail equipment

- Describe intermodal services
- Describe the domestic pool car service
- Describe how rail transport rates are set
- Describe the process of booking cargo with a rail or truck carrier
- Describe inland transportation by continent (rail and truck)
- Identify transportation route appropriate for customer's needs
- Identify and complete transportation documentation needed to transport freight by rail and truck
- List commercial and financial documents involved in a typical movement of freight by land
- Describe the legislative environment of road transport
- Describe the types and characteristics of road equipment
- Calculate the actual weight of a shipment
- Calculate the volume weight of a shipment
- Calculate the chargeable truck freight weight
- Calculate the weight break of a truck shipment
- Describe how road transport rates are set
- Describe factors affecting truck rates
- Calculate the cost of truck freight
- Describe FTL, LTL, consignment and consolidation, over-dimensional cargo
- Describe the step-by-step process of moving freight by rail and truck
- Describe what happens to cargo upon arrival at destination and how shipments are tracked
- Describe the advantages and disadvantages of moving freight by rail and truck
- Explain land transportation terminology

Air Freight

- Describe the history of air freight forwarding
- Describe the role of IATA in air freight forwarding
- List the requirements of the Montreal Convention and e-logistics
- Describe the air cargo security program
- Describe the commodities carried by air, including out-of-gauge cargo and dangerous goods
- Identify customer's requirements and constraints for the transportation of freight by air
- Determine the dimensions of freight
- Describe the types and characteristics of air freight equipment
- Determine the exact number and type(s) of air freight containers needed for an air freight shipment
- Prepare a container load plan for consolidated cargo
- Calculate the actual weight of an air freight shipment
- Calculate the volume weight of an air freight shipment
- Calculate the chargeable weight of an air freight shipment
- Apply IATA rules and regulations for rounding off numbers
- Interpret air carrier rates

- Apply TACT rates
- Describe factors affecting air freight rates
- Calculate the cost of air freight
- Calculate the consolidated costs
- Determine the applicable charges to the airline
- Identify major airports and hubs around the world
- Identify airport codes and city codes
- Identify transportation routes appropriate for customer's needs
- List major air carriers
- Describe airline billing codes
- Describe the process of booking cargo with an air carrier
- Explain the reasons for using air charters
- Describe the packaging, marking and labelling requirements for air shipments
- Identify and complete transportation documentation needed to transport cargo by air
- Prepare cargo manifest for consolidated cargo
- Determine the need for freight consignment or consolidation based on customer's needs
- Describe the requirements to deliver consignments "ready for carriage"
- Describe the step-by-step process of moving cargo by air
- Describe what happens to cargo upon arrival at destination
- Describe the process of tracking air shipments from origin to destination
- Describe the advantages and disadvantages of moving freight by air
- Explain air freight terminology

Ocean Freight

- Describe the history of ocean freight
- Explain the role of IMO in international shipping
- Identify customer's requirements and constraints for the transportation of freight by ocean
- Describe the commodities carried by ocean, including out of gauge cargo and dangerous goods
- Determine the dimensions of freight
- Describe the types and characteristics of ocean freight equipment
- Determine the exact number and type(s) of ocean containers needed for an ocean shipment
- Prepare a container load plan for consolidated cargo
- Identify the steps necessary in loading, stowing and securing cargo for ocean voyage
- Calculate the weight and volume of an ocean shipment
- Calculate the freight ton based on the greater of volume or weight
- Interpret ocean carrier rates
- Calculate the cost of ocean freight
- Calculate the consolidated costs
- Determine the applicable charges to the ocean carrier
- Identify major seaports and gateway ports around the world

- Identify major ocean canals around the world
- Identify ocean navigable rivers around the world
- Identify transportation routes appropriate for customer's needs
- List ocean service types
- Explain UN/LOCODE codes
- Calculate a shipment's time of arrival at destination taking into consideration different time zones
- Describe the process of booking cargo with an ocean carrier
- List major ocean carriers
- Explain the reasons for using charters
- Identify and complete transportation documentation needed to transport freight by ocean
- Prepare a cargo manifest for consolidated cargo
- Determine the need for freight consignment or consolidation based on customer's needs
- Describe what happens to cargo upon arrival at destination
- Describe the step-by-step process of moving cargo by ocean
- Describe the process of tracking ocean shipments from origin to destination
- Describe the advantages and disadvantages of moving freight by ocean
- Explain ocean freight terminology

Commercial Documentation and Regulatory Compliance

- Identify the three types of documentation: transportation, commercial and financial
- Explain the importance of accurate and correct document completion
- Identify the required export documentation based on customer's needs
- Describe the importance and purpose of commercial invoices
- Complete a commercial invoice
- Describe the importance and purpose of the packing list
- Complete the packing list
- Describe the importance and purpose of the certificate of origin
- Complete the certificate of origin
- Describe the importance and purpose of the export permit
- Complete the export permit application
- Describe the Canada Border Services Agency (CBSA) export documents and procedures
- Describe the importance and purpose of the export declaration
- Complete the export declaration (B13A)
- Describe the purpose of the A8A form (Cargo Control Document)
- Describe the Canadian import procedures
- Identify the required import documentation based on customer's needs
- Describe the importance and purpose of the Canada customs invoices
- Describe the importance and purpose of the import permit
- Complete the import permit application
- Describe the documentation required for temporary imports, e.g., A.T.A Carnet
- Describe the importance and purpose of the Canadian Food Inspection Agency (CFIA) documents

- Describe the importance and purpose of other documents
- Identify the export and import documents that must be retained by the organization by law
- Describe the step-by-step process of import/export document preparation and distribution
- Describe the step-by-step process of regulatory compliance and customs clearance
- Describe the role of the freight forwarder in ensuring a customer's regulatory compliance at origin and destination
- Describe the role of the Canada Border Services Agency (CBSA) and other government departments
- Explain the purpose and relevance of the *Customs Act* and the *Export and Import Permits Act*
- Describe the purpose of trade agreements
- Describe the purpose and relevance of the export control list
- Describe the purpose and relevance of the area control list
- Describe the purpose and relevance of the UN sanctions list
- Identify proof of reporting timeframes
- Explain the purpose of eManifest
- Briefly describe the border clearance facilitation process, e.g., E-Z pass, PARS, PAPS
- Briefly describe the customs examinations process and confidentiality
- Describe the regulatory enforcement tools, e.g., AMPS
- Describe the documentary requirements when shipping to the U.S. and to Mexico

International Payments, Part 1 – Excluding Letters of Credit

- Identify methods of international payment
- Describe the role of the freight forwarder in international payments
- Describe the process of settlement on open account
- Explain the process of advance payment
- Describe the two methods of documentary collection
- Explain the basic procedure in a typical direct documentary collection from the perspective of a freight forwarder
- Identify the documents used under the various methods of international payment
- List the parties involved in documentary collection
- Identify the risks to the exporter and importer for each method of international payment

International Payments, Part 2 – Letters of Credit

- Define letters of credit
- Describe the roles of the parties involved in a successful execution of a letter of credit, highlighting the role of the freight forwarder
- Identify types of letter of credit and their use
- Describe the advantages of a letter of credit
- List the risks involved in a letter of credit
- Describe the steps in a simple unconfirmed letter of credit
- Identify the documents used under letters of credit
- Interpret shipper's documents under a letter of credit transaction
- Interpret the conditions on a letter of credit
- Interpret terminology and definitions in UCP 600

Export Packaging and Warehousing

- Identify the types and suitability of packaging for shipments moved by different modes of transport
- Describe packing methods for different types of cargo, considering special conditions and customer's needs
- Explain the importance and advantages of unitizing freight
- Describe the step-by-step process of preparing cargo for stowage
- Calculate the number of containers needed to move a shipment
- Prepare a container load plan for consolidated cargo
- Identify the marks, symbols and labels on cargo
- Describe the importance of proper labelling and packaging in preventing cargo losses
- Describe the ISPM15 requirements for wood packaging
- Identify common types of warehouses, including bonded and customs sufferance warehouses
- Describe the layout and efficient flow of freight in a typical warehouse
- Identify the type of warehouse appropriate for customer's needs
- List the type of instructions provided to a warehouse with respect to proper marking, labelling, palletizing, unitizing, blocking and bracing, sorting, storage, release and delivery of freight
- Identify discrepancies in packing, checking, and shipping process
- Describe the liabilities involved in warehousing and storage of cargo

Cargo Insurance

- Describe the history of cargo insurance
- Explain the benefits of cargo insurance coverage
- Explain the consequences of not having cargo insurance coverage
- Describe the step-by-step process of obtaining cargo insurance
- Identify types of cargo insurance generally available (Institute Cargo Clauses A, B, and C)
- Define common terms used in cargo insurance policies
- Describe the process for confirming the insurability of goods
- Identify carrier liability and limitations by mode of transport
- Explain the difference between carrier liability and cargo insurance
- Describe the purpose of the legal liability/errors and omissions (E&O) insurance
- Determine the appropriate type of cargo insurance coverage based on customer's needs
- Explain the roles and responsibilities of importers and exporters with respect to cargo insurance
- Complete the cargo insurance certificate
- Describe the process of filing the insurance declaration with underwriters
- Calculate the insurance premium
- Describe the process of reporting insurance premiums
- Describe the purpose and preparation of the intent to claim
- Identify documentation needed for cargo insurance claims for submission to the insurance company
- Identify the timelines for claim submission
- Describe the step-by-step process of successful claims handling

Cargo Security and Dangerous Goods

Cargo Security

- Identify security threats
- Explain the purpose and requirements of Canadian transportation and trade security programs, e.g., PIP, CFIA, CSA and TC-ACS
- Explain the purpose and requirements of international transportation and trade security programs (e.g., C-TPAT, MARSEC, MARPOL, IATA Cargo Security, SOLAS, and ISPS, and TSA)
- Explain the responsibilities of different parties in relation to cargo security
- Identify key documents to create and maintain for cargo security programs
- Explain the importance of keeping customer and cargo information secure and confidential
- Identify security weaknesses in the supply chain, i.e., border security, transport security, etc.
- Describe the protocol for reporting security incidents
- Identify possible solutions to increase security in the supply chain

Dangerous Goods

- Define dangerous goods
- Explain the classification system for dangerous goods
- Explain the relevance of identifying hidden dangerous goods
- Describe the step-by-step process of transporting dangerous goods
- Describe the roles and responsibilities of various parties with respect to transporting dangerous goods
- Explain the importance of notifying the carrier that they have dangerous goods
- Recognize labels, safety marks and placards for dangerous goods
- Identify applicable dangerous goods regulations for different types of goods and modes of transport, e.g., IATA/ICAO, IMDG, Transport Canada DG, and HAZMAT
- Outline the consequences of non-compliance with dangerous goods regulations
- Outline the documentation required for the transportation of dangerous goods
- Complete the dangerous goods declaration
- Explain the importance of validating the 24-hour emergency contact information on the dangerous goods declaration
- Read and evaluate a material safety data sheet
- Provide the rationale for distributing dangerous goods documents to all parties in the transportation chain
- Describe basic emergency procedures for incidents that involve dangerous goods
- Describe the components of major security training programs

Alternative Transport Solutions

- Explain ways to identify customer's needs and requirements for the transportation of freight
- Describe the importance of providing shipment alternatives to customers
- Describe common constraints for the transportation of freight
- Describe freight solutions available to a customer, e.g., insurance, storage, routing, service providers
- Select a transportation route appropriate for customer's needs

- Identify potential obstacles to the implementation of shipment plans
- Identify ways to deal with common obstacles in the implementation of shipment plans

Costing and Quoting

- Describe the step-by-step process for costing and quoting
- Define collection and delivery points for shipments
- Describe the types of loading and unloading facilities
- Determine the number and type(s) of containers required for a shipment
- Interpret carrier rates
- Identify factors that affect cost estimates
- Calculate the cost of air, ocean and land freight
- Calculate the consolidated costs across all modes of transport
- Describe the impact of shipment density on the profitability of consolidated goods
- Describe the impact of cost consolidation on revenue
- Identify common shipment surcharges for all modes of transport
- Apply common shipment surcharges for all modes of transport
- Identify ways how to generate cost alternatives for customers
- Interpret Incoterms® required for a shipment
- Identify accurate sources of exchange rates
- Apply appropriate exchange rates to currency
- Interpret information with respect to methods of international payment and associated risks
- Describe common layout of a written quote
- Identify the information required to prepare a written quote
- Prepare a quote for multimodal movement
- Explain the purpose of including standard trading conditions in a quote
- Confirm the accuracy and completeness of a quote
- Identify factors that affect quote acceptance
- Identify the information that is required for a shipment invoice
- Prepare an invoice with a detailed explanation of cost breakdown
- Verify the accuracy of the information provided in the invoice
- Calculate the profit/loss on a shipment

About Ships

- Describe the types of ocean transportation
- Name types of cargo ships
- Describe types of ships, their use, and the type of cargo they carry
- State the purpose of international conventions in the shipping industry
- List the main international conventions affecting ship operations

- Identify parties responsible for ship's crewing, maintenance and classification
- List the critical components of ship to shore transfer efficiencies
- Describe the transfer of different types of cargo on board a vessel
- Describe different types of marine terminals
- Describe the operation of different types of marine terminals
- List and describe container terminal equipment
- Compare the advantages and disadvantages of marine terminal equipment
- Describe the responsibilities of vessel operators
- Describe export/import cargo planning procedures

Chartering a Vessel

- Identify key factors influencing the chartering of a vessel
- Identify available sources of information on chartering
- Describe types of charter available
- Define chartering terms
- Describe a chartering contract

Chartering an Aircraft

- Define the "nine freedoms of the air"
- Define the capacity of various charter aircrafts
- Describe the characteristics of a typical charter contract
- Describe the cargo delivery and loading procedures

Project Cargo

- Define the two main categories of project cargo
- Describe the various ways to load and transport over-weight and over-dimensional cargo
- Explain how projects are awarded
- Define the contractual terms included in a project
- Describe details of the project process, e.g., testing, work manuals
- Determine solutions to "when things go wrong"

Customs, Section A

- State the role of the customs broker
- State the main functions of the WTO, WCO, CBSA and PSEPC
- Identify the purpose of customs regulations and tariffs
- Identify the seven (7) main pieces of legislation that provide customs with the authority to discharge their duties
- Identify the purpose of the D-Memos
- List the countries included in preferential treatments, e.g., MFN, GPT, LDCT and CCT

- Identify the basic principles of the Canada-United States-Mexico Free Trade Agreement (CUSMA)

Customs, Section B

- List and define the six (6) methods of valuation
- Interpret the structure of the Harmonized System (HS)
- Describe customs processes, voluntary compliance and doing business with CBSA
- Explain the reporting of goods and Canada Customs clearance
- Describe the methods used by importers and customs brokers to secure the release of their commercial shipments
- Describe the Pre-Arrival Review System (PARS)
- Describe the Release on Minimum Documentation (RMD)
- Identify customs accounting processes (CADEX, and the Canada Customs Coding Form B3)

Customs, Section C

- Describe the components of the duty deferral programs – duty relief, drawbacks and bonded warehouses
- Describe temporary importations (ATA Carnet)
- Define the self-adjustment procedures under the Customs Act
- Describe dispute resolution and appeals processes
- Identify marking and labeling requirements for goods entering Canada
- Describe the Administrative Monetary Penalty System (AMPS)
- Describe other programs, shipping to the U.S.A. and the Customs Self-Assessment Program (CSA)

Transportation Law and Legal Liability

- Define the terms “law” and “legal liability”
- Identify the sources of law in Canada
- List areas regulated by federal and provincial governments
- List the powers granted by the Canadian Constitution
- Identify the different levels of courts in Canada and their jurisdiction
- Define the role of and list the international conventions important in international transportation
- Describe the elements of a binding contract and available remedies
- Define the term “legal person” and describe the difference between a corporation, proprietorship, partnership and joint venture
- Identify CIFFA Standard Trading Conditions and the importance of their incorporation into a contract
- Outline the obligations, roles and responsibilities of the customer and the freight forwarder under the CIFFA Standard Trading Conditions
- Identify the insurance available for the freight forwarder when acting as an agent, an independent contractor, an NVOCC carrier, or a warehouse or logistics provider

Logistics and Supply Chain Management

- Describe complexities, e.g., declining margins, forecasting, competition, etc.
- Examine the internal/external supply chain and the internal/external customer
- Describe the logistics functions within the supply chain
- Describe process mapping, benchmarking and total quality management (TQM)
- Describe the Continuous Process Improvement (CPI) concept
- Define the Six Sigma methodology
- Describe the various types of inventory
- List the differences among the various types of production (sequential production, concurrent or parallel processing and postponement)
- Describe the trade-off decisions involved in the various distribution systems
- Describe the considerations that must go into product and packaging design
- Examine technology in logistics planning (ERP, APS, AI and GIS)
- Describe Supply Chain Event Management
- Describe the JIT, VMI and QR inventory systems
- Describe outsourcing benefits, challenges and partnerships
- Identify the weak links in the global supply chain management process
- Describe growth in international trade and the driving forces behind globalization
- Describe the effects of competencies, government regulation, transportation, finance and risk management
- Describe market forces and global competition
- List the benefits, challenges and consequences of global supply chains
- Describe the concepts of customer value
- Define customer-centred culture
- Describe the process of Voice of the Customer (VOC)
- Define Activity Based Costing (ABC)
- Describe Balanced Score Card