

# STUDENT HANDBOOK



## Contents

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Copyright Notice .....	4
Handbook Disclaimer .....	5
Important Details .....	5
Document Control .....	6
Reviewers .....	6
Attachments .....	6
1. Legislation.....	7
2. Policies and Procedures.....	8
2.1 Access and Equity Policy .....	8
2.2 Anti-discrimination Policy.....	8
2.3 Equal Opportunity and Employment Policy.....	8
2.4 Support Services .....	9
2.5 Special Consideration and Disability Adjustment Policy .....	9
2.6 Complaints and Grievance Policy .....	9
2.7 Workplace Health and Safety .....	10
2.8 Other Policies and Procedures.....	10
3. Privacy.....	11
3.1 Access to Your Records.....	11
4. Enrolment.....	12
4.1 Enrolment Dates.....	13
4.2 Entry Requirements .....	13
4.3 Unique Student Identifier (USI).....	13
4.4 English Language Skills .....	14
4.5 Language, Literacy and Numeracy Evaluation.....	15
4.6 Other Support Services .....	17
4.7 Student ID Card .....	17
5. Fees.....	18
5.1 Course Fees .....	18
5.1.1 Recommended enrolment pattern.....	18
5.2 Other Fees.....	19
5.2.1 Re-issue of Transcripts.....	19
5.2.2 Late Submission of Assessment .....	19
5.3 Payment Options .....	19
5.4 Overdue Fees.....	20
5.5 Refunds .....	20
5.6 Course Withdrawal .....	21
5.6.1 Withdrawal Prior to Commencement of Course .....	21
5.6.2 Withdrawal After Commencement of Course .....	21

5.6.3 Withdrawal Due to Illness or Hardship.....	21
5.6.4 Cancellation of Course by the ITALC .....	21
5.7 VET FEE-HELP.....	22
6. Course Information.....	23
6.1 Duration .....	23
6.2 Volume of Learning .....	23
6.3 Competency Based Training .....	24
6.4 How does assessment work in CBT?.....	24
6.5 Training and Assessment Strategies .....	25
6.6 Flexible Learning and Assessment.....	25
7. Recognition Processes .....	26
7.1 Credit Transfer.....	26
7.2 Recognition of Prior Learning .....	26
7.3 Foundation Skills.....	29
8. Assessment Information .....	30
8.1 Submitting Assessments.....	30
8.2 Resubmissions .....	30
8.3 Request for assessment extension.....	31
8.4 Missed assessment submission date .....	31
8.5 Assessment Feedback.....	32
8.6 Plagiarism.....	32
8.7 Assessment Appeals .....	32
8.7.1 Assessment Appeals Process .....	32
8.8 Where to Get Help .....	33
9. Student Conduct .....	34
9.1 Student Appeals Policy .....	35
9.2 Academic misconduct .....	36
9.3 Disciplinary Policy .....	36
10. Student Feedback .....	37
11. Issuing Certificates .....	37
11.1 Unit Results and Statement of Attainment.....	37
11.2 Diploma and Record of Results.....	37
12. Courses on Offer.....	39
12.1 TLI50816 Diploma of Customs Broking.....	39
12.2 TLI50316 Diploma of International Freight Forwarding.....	44
13. Resources and Online Study .....	49
13.1 Resources.....	49
13.1.1 Learning Materials .....	49
13.1.2 Text Book .....	49

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13.1.3 Accessing the Customs Tariff .....	49
13.2 Learning Online .....	50
13.2.1 Courses delivered via the Internet.....	50
13.2.2 Can I start and finish anytime I like? .....	50
13.2.3 What can you tell me about the virtual classrooms?.....	51
13.2.4 What do I need to access a VC? .....	52
13.2.5 What's involved in studying online? .....	53
13.2.6 What are the benefits of learning online?.....	54
13.2.7 Finding your way around the Online Learning Centre .....	55
13.2.8 Preparing to Learn .....	56
14. Study Exit Points .....	58
15. Further study options for students .....	58
16. Student Membership .....	58

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## Copyright Notice

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The right of ITALC is to be identified as the authors of this workbook has been asserted by them in accordance with the Copyright Act.

For further information, contact:

Manager Training and Professional Development ITALC  
8C/443 West Botany Street  
ROCKDALE NSW 2216

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## Handbook Disclaimer

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This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or International Trade and Logistics College (ITALC) policy may impact on the currency of information included. The ITALC reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your facilitator or by contacting the ITALC.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of the ITALC. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to the Training Team, contact details are listed below.

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## Important Details

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International Trade and Logistics College (ITALC) is a Registered Training Organisation under the Parent Company, International Forwarders & Customs Brokers Association of Australia Limited. (IFCBAA).

RTO Code	30772
Postal Address	PO Box 3525
Ramsgate.	NSW 2217
Telephone	02 9587 1986
Email	<a href="mailto:training@ifcbaa.com">training@ifcbaa.com</a>

Websites	<a href="http://www.ifcbaaa.com">www.ifcbaaa.com</a>
	<a href="http://www.italc.edu.au">www.italc.edu.au</a>

## Document Control

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Date	Author	Version	Change Reference
18-11-2018	Roxanne Cross	5.1	Updated documentation
01-03-2019	Roxanne Cross	5.2	
09-01-2020	Roxanne Cross	6.0	Rectifications from internal Audit
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22-07-2020	Roxanne Cross	8.0	Changes made for IFCBAA.

## Reviewers

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Name	Position
Taras Lubczyk	Manager Training & Professional Development
Roxanne Cross	Training & Compliance Officer

## Attachments

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Document Name	Version Number

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# 1. Legislation

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As an RTO, ITALC is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, the ITALC abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Copyright
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Workplace Health and Safety

The ITALC is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector



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## 2. Policies and Procedures

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The following Policies and Procedures underpin the ITALC's operations.

### 2.1 Access and Equity Policy

The ITALC are committed to providing and maintaining training and assessment services that reflect fair and reasonable opportunity, and consideration for all, regardless of race, colour, religion, gender or physical disability. If you have a concern or query about an issue please speak initially with your Facilitator or the ITALC staff if it is more appropriate.

The ITALC will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary.

It is the responsibility of all staff at the ITALC to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 02 9587 1986 or via email: [training@ifcbaa.com](mailto:training@ifcbaa.com)

### 2.2 Anti-discrimination Policy

The ITALC Anti-discrimination and Harassment Policy provides guidelines to ensure ITALC's workplace and learning environment are free from any form of discrimination or harassment according to State or Territory laws including State/Territory legislation where applicable.

ITALC does not tolerate discrimination against, or harassment of, students or facilitators by any other student, or by any employee, whether educational and training, or general staff. ITALC has developed this procedure to ensure that any complaints are dealt with sympathetically, effectively and within a reasonable time.

Please contact the Training Department on 02 9587 1986 or [training@ifcbaa.com](mailto:training@ifcbaa.com)

### 2.3 Equal Opportunity and Employment Policy

ITALC's Equal Opportunity and Employment Policy is one of equal opportunity in employment and education. In carrying out this policy, ITALC will act in accordance with the following legislation:

- Anti-Discrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984

- Racial Discrimination Act 1975
- Affirmative Action (Equal Opportunity for Women) Act 1986
- Disability Discrimination Act 1992

## 2.4 Support Services

If you are experiencing difficulties for personal or study related reasons, you should firstly direct your concerns to your Facilitator, where appropriate, or directly to the ITALC staff.

Where study related issues are involved, the Facilitator will assess the situation and provide support and guidance. Where the matter is beyond the scope of our organisation, we may recommend an external counselling service.

## 2.5 Special Consideration and Disability Adjustment Policy

We work to provide an excellent learning experience for our learners and will provide flexible arrangements for learning and assessment wherever possible.

If you believe that you will require special consideration with either learning or assessment, speak with your unit Facilitator or contact the Training Team.

## 2.6 Complaints and Grievance Policy

We have a fair and equitable process for dealing with complaints. You must lodge a complaint, where practicable, within 30 days of the issue arising.

A general complaint should be first lodged with the Training Team via email: [training@ifcbaa.com](mailto:training@ifcbaa.com)

Where the outcome is not satisfactory, the Manager Training & Professional Development should be contacted in writing (email [tlubczyk@ifcbaa.com](mailto:tlubczyk@ifcbaa.com)), setting out the following:

- The circumstances surrounding the issue
- Who was involved
- Why a complaint is being lodged
- Any evidence including dates and documentation

- The name of any witnesses who could support the case

Management will consider the complaint and act to rectify it if it is found to be substantiated. You will be notified in writing of the outcome and advised of the appropriate body where you can seek further assistance if preferred

## 2.7 Workplace Health and Safety

Workplace health and safety legislation applies to everyone at the ITALC. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

The ITALC Workplace Health and Safety Policy provide guidelines to ensure the following legislation is complied with:

- Health and Safety Act 2011
- Workers Compensation Act 1987
- Injury Management and Workers Compensation Act 1998
- Workcover Authority – Guidelines for Workplace Based Rehabilitation Programs.

Please contact the Training Team on 02 9587 1986 or [training@ifcbaa.com](mailto:training@ifcbaa.com) if you have any queries or concerns.

## 2.8 Other Policies and Procedures

Please refer to the appropriate section for more information on the below:

- Appeals Policy – Sections 10.7 and 11.1
- Assessments Policy and Procedure – Section 10
- Grievance Policy and Procedure
- Policy for Student Conduct – Section 11
- Privacy Policy – Section 5
- Refund Policy and Procedure – Section 7.5

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## 3. Privacy

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The ITALC strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements, where required. We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

### 3.1 Access to Your Records

If you wish to access your student information file, please direct your enquiry to the Training Team via email: [training@ifcbaa.com](mailto:training@ifcbaa.com)

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## 4. Enrolment

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Once you have read this handbook you will need to complete an online enrolment application via the IFCBAA website: [www.ifcbaa.com](http://www.ifcbaa.com) Your application is semester specific and you should select the units that you wish to study for the up-coming semester only.

Enrolments are processed by the Training Team. When your application has been processed the Training Team will send you an email with an AVETMISS form to complete, as well as instructions regarding your USI. Once all enrolment forms and requirements have been completed, you will be enrolled into the qualification. Note that access to qualification is not provided until fees are paid, and all forms, and requirements have been met.

It is imperative that students read all the information provided in this handbook prior to submitting the enrolment application.

The following outlines a broad view of your responsibilities in managing your enrolment:

- Be aware and comply with the ITALC policies and procedures relevant to your study course
- Ensure you have sufficient knowledge about your study course to make informed choices
- Ensure you understand the duration, mode of delivery and any materials or equipment you must provide for your study course
- Provide timely and accurate information on matters relating to your enrolment, assessment, course progression and any other students matters
- Provide eligibility evidence as or if required at time of enrolment
- Be aware of the fees and charges and available payment arrangements, and meet your financial commitments within the specified timeframes
- Manage any changes to your enrolment and course progression
- Ensure you understand the key dates for amending your enrolment, including financial penalties for late withdrawals
- Ensure personal details, including your electronic contact details, are current
- Provide the ITALC with your Unique Student Identifier (USI)

## 4.1 Enrolment Dates

Applications for Semester One typically opens in November of the previous year for a January start. Applications for Semester Two typically open in May for a July start. The ITALC operates on a system of staggered start dates within each semester.

This means you are able to enrol and commence studying at various points throughout the semester. Please refer to the Semester Timetable published on our website or contact us to find out about flexible start times

## 4.2 Entry Requirements

Please refer to the relevant section within the handbook regarding the below listed entry requirements to the course in which you are interested.

- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework – see Sections 4.4 and 4.5.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials – see Section 13.2.4.
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection) – see Section 13.2.4.

## 4.3 Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This means you will be able to find, collate and authenticate your Vocational Education and Training (VET) achievements into a single transcript. It will also ensure that your training records are not lost. You only need one USI for all of your study, and it stays with you for life.

As an RTO, the ITALC cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you are an international student, studying from an overseas location, then you do not need a USI. However, if you are an international student, studying in Australia, then you require a USI.

Australians, including expats and residents, who are studying from an overseas location require a USI.

If you do not have a USI, please visit

<https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

When you create your USI, ensure you nominate International Trade and Logistics College as your training provider (organisation number is 30772) in the Manage Permissions section of the website. Once you have created your USI, please advise the College so that we can ensure continued access to your study and results. If you have already created your USI, please advise the College what your USI is.

## 4.4 English Language Skills

### English as a second language

As an international college, ITALC welcomes students from various cultures into the Diploma and trusts that their learning experience with us is a pleasurable and productive one.

It is timely to mention however, if you do not have English as a first language, that the Diploma contains a large amount of academic language in the study material. The language used requires a higher level of written and spoken English than in other courses of study at a similar level and this is because the Course is based strongly around the reading and interpretation of the Australian Customs Act and other associated legislation.

If you are uncertain of your ability to manage the demands of written and spoken English in an academic or legislative setting, you are advised to consider taking one of the many courses available. These are often grouped under the heading of **“English for Academic Purposes”** and these are available from a number of sources in all locations within Australia and overseas. References to these can be found by conducting a Google search for that course title.

It is also important to note that many of our assessments in this course are strictly timed. This timing takes into account a normal amount of time for reading, interpreting and answering questions for students who are proficient in English. If your language skills are less than ideal in this situation you find yourself struggling to complete assessments in time and therefore jeopardise your opportunity to score all the marks available in the assessment tasks. If this is the case, you are strongly advised to seek out additional English language skills such as the course mentioned above.

Completion of an English for Academic Purposes course is optional and at your discretion and all course fees are your responsibility.

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## 4.5 Language, Literacy and Numeracy Evaluation

### Regulation Requirement

All vocational education and training in Australia is regulated by the Standards for Registered Training Organisations (the Standards), set by the federal government body the Australian Skills Quality Authority (ASQA). As a part of the Standards, we must evaluate your skills in certain areas, namely language, literacy and numeracy (LLN). This must take place prior to you commencing your studies with us.

All courses have a set minimum requirement regarding LLN which we must abide by. We can make appropriate concessions for LLN skills gaps for students where these concessions do not compromise the requirements of the course, or the integrity, equity, and fairness of the assessment task(s).

If you are identified as possessing a lower level of LLN than the minimum requirements for the course, then we will provide you with appropriate advice or support, dependent on the assessment outcome.

### What is the LLN Evaluation?

All newly enrolled students of the ITALC are automatically entered into the Evaluation course. The Evaluation will enable you to determine your personal strengths and weaknesses in the areas of language, literacy and numeracy.

Knowing your own strengths and having them confirmed is empowering because it increases confidence. Understanding your weaker areas allows you to focus on specific tasks designed to build your skills in those areas, and hence your self-esteem and confidence as a learner.

This LLN Evaluation has been developed to evaluate your skills in reading, writing and numeracy and are a part of the 5 core skills that make up the Australian Core Skills Framework (ACSF). These skills have been identified as the basic skills that a person needs in the community, classroom and workplace. The 3 skills checks will take no more than 45 minutes, allowing yourself 15 minutes for each one.

### Is it compulsory?

Yes, under current government requirements, all students must complete the LLN Evaluation prior to commencing their studies with the ITALC. If you do not complete the Evaluation you will not be granted access to your enrolled units.

The ITALC wants to provide you with every opportunity to succeed in your studies. You are strongly encouraged to use this evaluation as a tool to improve your academic skills as well as your confidence with which you approach your studies.



## Who can see my results?

The results of the Evaluation are confidential. The only people/person, other than yourself, who will be able to see your results are the ITALC staff. The results are not considered towards your Diploma and therefore will not be reported on your academic transcript.

## Educational & Support Services

In accordance with the Standards for RTOs 2015, at a minimum, support will include:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) learners require to complete each course, and
- Developing strategies to make support available where gaps are identified.

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials, and/or
- Other mechanisms, such as assistance in using technology for online delivery components

## The following support will be available to learners:

Students will be supported via email, phone and virtual classroom contact. Students will have access to their facilitator before, during and after the course to assist with assessment and/or any of the course material.

Students will have support from their work supervisors where applicable

The following processes will be applied for students considered to be “at risk”:

Students who are identified with LLN skills gaps will be referred to seek external assistance via a suitable course for LLN. Their facilitators will be advised of their particular skills gap(s) and assistance supplied where applicable.

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## 4.6 Other Support Services

The ITALC is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

## 4.7 Student ID Card

On request ITALC can issue a student ID card at the cost of \$25.00.

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## 5. Fees

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There are a few factors that will determine how much your course will cost:

- The course you choose to study
- Any credits that may be applied through direct credit transfer, and/or recognition of prior learning
- Completing the whole course, or only taking specific units

### 5.1 Course Fees

Under the guidelines provided for in the Standards for Registered Training Organisations 2015, VQF Registered Training Organisations (RTOs) are required to limit the fees collected from a student in advance to **no more than \$1500**.

As an RTO operating under the Standards, the International Forwarders & Customs Brokers Association of Australia (IFCBAA – trading as the International Trade and Logistics College) is required to adhere to this Condition. This policy outlines how the ITALC complies with that Condition and the impact on its students.

#### 5.1.1 Recommended enrolment pattern

The ITALC provides a recommended enrolment pattern for students as they progress through their nationally recognised courses. This is to ensure that students:

- a) Choose the units of study in a suggested order; and
- b) Maintain a study/life/work balance by not taking on too many units at once

Typically, this suggested enrolment pattern amounts to between one and five study units within any given semester. Students would also be aware that the ITALC has a policy of staggering the commencement times of study units across the semester. Again, this is to assist students to take a range of units across the semester without over-burdening themselves with multiple study units scheduled in parallel.

Fees are charged for each study unit in which you are enrolled. Fees for these units are payable in advance prior to the commencement of each unit. Please refer to the individual qualification for unit fees.

Qualification	Course Code	Funding Type	Fee	RPL Cost
Diploma of Customs Broking	TLI50816	Fee for service	\$7,125	\$3,000
Diploma of International Freight Forwarding	TLI50316	Fee for service	\$4,125	\$2,750

For a detailed breakdown on fees, refer to the relevant course in Section 12.

*All fees are correct at time of publishing and are subject to change without notice. Please contact the ITALC if you have any questions related to course fees.*

## 5.2 Other Fees

### 5.2.1 Re-issue of Transcripts

An administration fee of \$50 applies for the ITALC to re-issue a copy of your Certificate or Record of Results. Postage will also apply and will be calculated based on Australia Post pricing, dependent on the delivery address.

All requests must be made to the Training Team in writing and sent to the email: [training@ifcbaa.com](mailto:training@ifcbaa.com). Please advise the team of your delivery address at the time of request so that the postage can be calculated and advised/invoiced.

*Note:* Your request will not be fulfilled until payment has been received.

Statement of Attainments for successfully completed units only come as a digital document and can be re-sent at no charge, via email, once written request has been received.

### 5.2.2 Late Submission of Assessment

In cases where assessments have not been submitted by the set due date and no approved extension has been granted, a \$100 fee will apply for late submissions to be assessed. For further details regarding the process for submitting a late assessment, please refer to Section 8.4 Missed assessment submission date.

## 5.3 Payment Options

Payment of course fees can be made to the ITALC via:

- Credit card
- Electronic funds transfer

Fees are charged for each study unit in which you are enrolled. Fees for enrolled units are payable in advance, prior to the commencement of each unit.

## 5.4 Overdue Fees

If you have outstanding or overdue fees you may not be eligible to:

- Undertake or submit an assessment
- Continue to study or enrol into further study
- Access unit materials
- Gain your qualification

If you have trouble paying your fees, please contact us on 02 9587 1986 to discuss options

## 5.5 Refunds

You will be eligible for a full refund of fees paid for a unit of study where written advice to withdraw or cancel enrolment is received by the ITALC prior to 0900 hours on the Monday of the week in which the study unit is scheduled to commence.

Online learning has deemed to have commenced once you have logged in and accessed the learning materials for a study unit. Where such a login has occurred for a study unit, no refund will be made for that study unit

If the ITALC cancels a unit, you will not have to apply for a refund; the ITALC will process refunds automatically.

In normal circumstances, refunds will be forwarded within 7 working days of their eligibility being established.

In the case of an RPL application, the process will be deemed to have commenced once you have logged in to the ITALC site and uploaded files for review by the assessor who has been appointed to support you in your application. No refund will apply after that time.

Fair Trading NSW also provides some information to training providers:

<https://www.fairtrading.nsw.gov.au/trades-and-businesses/business-essentials/information-for-specific-industries/training-providers-and-marketers>

## 5.6 Course Withdrawal

If you wish to withdraw from a unit or units, you must advise the ITALC in writing of your decision. Send your notification to [training@ifcbaa.com](mailto:training@ifcbaa.com) and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- The unit or units you are withdrawing from
- Reason for withdrawing

### 5.6.1 Withdrawal Prior to Commencement of Course

If you withdraw from a unit or units prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full unit fee(s) will be made. This is as per the Refund Policy noted in Section 5.5.

### 5.6.2 Withdrawal After Commencement of Course

If you withdraw from a unit or units after the commencement of any learning and/or assessment tasks associated with the course, no refund will be provided. This is as per the Refund Policy noted in Section 5.6.

Online learning has deemed to have commenced once you have logged in and accessed the learning materials for a study unit.

### 5.6.3 Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and you may be entitled to a full or partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Any refund will be at the discretion of the ITALC

### 5.6.4 Cancellation of Course by the ITALC

In the event that a unit is cancelled by the ITALC for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. You will not have to apply for a refund; the ITALC will process refunds automatically.

## 5.7 VET FEE-HELP

The ITALC does not offer *VET Student Loans*.

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## 6. Course Information

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After enrolment, and payment has been received, you will be given access to learning materials in digital format. There is no textbook for the Diploma of Customs Broking, however the Diploma of International Freight Forwarding uses a mandatory textbook. Further information is available in the Resources section, in particular Section 13.1.2. You will need to supply your own stationery materials.

An enrolment confirmation email will be sent with log-in details so you can access via the Online Learning Centre (OLC) site: [www.italc.edu.au](http://www.italc.edu.au) Each unit homepage will include information on the assessment due dates. There are no workplace visits, nor do you need to attend campus, the ITALC is an online college, all classes, and assessments are conducted in the online environment.

### 6.1 Duration

How long your course will take depends on a number of factors; included are your own efforts and commitment to submitting assessments on time, your study load, and whether you are eligible for any credit transfers and/or recognition of any previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

### 6.2 Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed timeframes account for **all activities** a student would undertake, including training activities, classroom sessions, research, as well as individual study, practice and learning.

The Volume of Learning for a Diploma qualification in the VET sector is 1 – 2 years.

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>



## 6.3 Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made of Unit of Competencies. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based on the learning outcomes expected from each Unit of Competency.

## 6.4 How does assessment work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, or the university system of percentages, the assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the student is marked as 'Not Yet Competent', and more training is required to get

to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways students are asked to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' include:

- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Responses to verbal questioning
- Compiling a portfolio of work samples
- A combination of the above

The ITALC has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

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## 6.5 Training and Assessment Strategies

The ITALC staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by the ITALC. On occasion, a subject specialist may conduct a session or assessment in conjunction with a fully qualified facilitator/assessor. You will be advised of specific instances in your unit if this is to occur.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

## 6.6 Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options within the framework that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

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## 7. Recognition Processes

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The ITALC offers assessment process that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

### 7.1 Credit Transfer

The ITALC recognises AQF qualifications and Statement of Attainments that have been issued by other RTOs. This means applicants will receive credit for relevant Units of Competencies completed with another training provider and will be exempted from the unit(s) in the qualifications offered by ITALC.

In seeking a credit transfer, students will need to provide to the ITALC Training Team a certified copy of the original record of results or statement of attainment issued by the RTO which shows the national code and name for the Unit of Competency for which exemption is sought.

Once the Training Team has received and confirmed the exemption the student's academic record will be updated to reflect completion via exemption.

There is no fee involved for a credit transfer.

### 7.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

Application for RPL may be made for a specific unit(s) or for the full qualification.

As Recognition of Prior Learning is evidence based there is a very high level of evidence that we require to meet the competency standards set by the Australian Government. You need to provide this evidence to demonstrate you have the ability and knowledge to be assessed as competent in the specific unit or units of study for which you are making application.

**To be considered for RPL for any part of the courses offered by the ITALC you must have had at least THREE YEARS experience in the International Trade and Logistics industry and be either currently or recently employed in the industry.**

These skills and knowledge might come from:

- Formal Training
- Life Experience
- Work Experience

### **RPL - Process**

Applying for RPL is a six-step process:

- Step 1 - Conduct self-assessment of skills and knowledge
- Step 2 - Gather authentic supporting documentation
- Step 3 - Enrol in your chosen course or unit(s)
- Step 4 - Payment of RPL Fee
- Step 5 - Competency Conversation
- Step 6 - Challenge Test if there is insufficient evidence

### **Outcomes of the RPL process**

There are three possible outcomes to the RPL application:

- Assessed as Competent in all units of competency for which RPL is being sought. Statement of Attainment will be issued.
- Assessed as Competent in some units but not others. A Statement of Attainment will be issued for those units assessed as Competent. For those unit(s) assessed as Not Yet Competent, you will be able to enrol into the units, and pay the applicable fee, and have the opportunity to complete them by online coursework and assessment.

- Assessed as Not Yet Competent in all units of competency applied for. You will be able to enrol into the units, and pay the applicable fee, and have the opportunity to complete them by online coursework and assessment.

## **RPL - Fees**

Payment must be made in full before the RPL application will be reviewed for assessment.

If no payment is received at the time of your online enrolment application an invoice will be emailed to the email address submitted on the application. The invoice will be a 7-day account.

If payment is not received within the designated timeframe then your RPL application will lapse and you will be required to reapply.

If payment is received with the application, once the payment has been processed and cleared you will be sent login details for the system where you will need to submit your evidence.

**Table of fees for each qualification can be found on the following pages**

Qualification	Fee
Diploma of Customs Broking RPL	
➤ Complete course	\$3,000.00
➤ Single units	\$425 or \$375, capped at \$3,000.00 for 7 or more units
Diploma of International Freight Forwarding RPL	
➤ Complete course	\$2,750.00
➤ Single units	\$375, capped at \$2,750.00 for 7 or more units

## 7.3 Foundation Skills

All training and assessment delivered by the ITALC contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

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## 8. Assessment Information

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Assessments will be on a set date with a window of time in which it can be taken. You are to complete the assessments within this time frame.

If for any reason you will not be able to complete an assessment, you must contact your facilitator immediately and discuss the options.

Assessments will be available through the Online Learning Centre (OLC) and will not require attendance at a VC. You will require a fully functioning computer with internet access to complete the assessments.

Units have a range of assessment tasks depending on the unit undertaken. Generally, the types of assessments are in the following formats:

- knowledge test comprising of multiple-choice questions or short answer responses
- discussion boards
- tasks requiring interaction with forms
- problem based questions/scenarios
- case studies.

Assessments are of the 'open book' format which means that you will be able to access your course materials during the assessment.

### 8.1 Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the specified due dates for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your facilitator to clarify anything that is not clear to you.

### 8.2 Resubmissions

If you do not satisfy the assessment requirement on your first attempt, you will receive feedback to say your submission was 'Not Yet Competent' (NYC). You will need to provide more evidence to support your claim for competency. This may mean re-doing some of the questions or providing extra or more relevant information for your assessment submission.

Only one resubmission attempt will be granted for each assessment item. If you do not submit your resubmission by the advised due date, your result will remain NYC. If you attempt the resubmission and it is again assessed as

unsatisfactory, then your outcome for the assessment will be NYC and you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

The ITALC does not charge a fee for resubmission of assessments.

Talk to the Training Team if you need more information. All of the staff at the ITALC will take every reasonable effort to help you succeed in your course.

### **8.3 Request for assessment extension**

If you are unable to meet a scheduled assessment date, you will need to notify your facilitator at least 48 hours prior to the due date to request an extension. All requests for extensions need to be in writing, via email or a message via the OLC. Extensions are granted in exceptional circumstances and need to be supported by appropriate documentary evidence.

An assessment completed by the extension date will be eligible for a rectification attempt.

Assessments submitted after the approved extension date may not be accepted. This will be at the discretion of the facilitator and the specific circumstances surrounding the failure to submit the assessment in the allowed time. In all cases, where the assessment submitted after the due extension date is accepted, such an assessment submission will not have the option of a rectification. This means there will be one and only one attempt for this assessment task.

Failure to submit by the due date, without prior approval, may be considered as an unsuccessful first attempt.

### **8.4 Missed assessment submission date**

If you fail to submit or complete your assessment by the set due date and do not have an approved extension you may apply to have your submission considered. You must contact the Training Team via email, [training@ifcbaa.com](mailto:training@ifcbaa.com) within 48 hours of the assessment date to request a time to sit/submit your assessment. There is a fee for this option. If you wish to have a late assessment considered, you will need to pay a Missed Assessment Fee of \$100.00. The fee will need to be paid before the assessment will be marked and must be received within three business days of the request being approved.

Assessments that fall outside of the 48-hour timeframe will not be considered for the missed assessment submission option.



## 8.5 Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## 8.6 Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own OR allowing another student to copy your own work and pass it off as their own. It is a form of cheating and is taken seriously by ITALC. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections to form an assessment response
- Presenting work that was done as part of a group as your own
- Using a past or present student's work, and presenting it as your own or allowing your work to be used by a past or present student

Plagiarism is a serious offence. Students engaging in this behaviour will face disciplinary action including a failing grade for the unit or even withdrawal from the College.

## 8.7 Assessment Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow the below procedure for lodging an appeal.

### 8.7.1 Assessment Appeals Process

An academic appeal pertains to a result of an individual assessment task, or the final result of a unit. An appeal must be lodged within 30 days of the issuance of the assessment result.

The assessment appeals procedure:

In the first instance, you should contact your facilitator to discuss the result.

Where the outcome is not satisfactory you should contact the Training Team via email, [training@ifcbaa.com](mailto:training@ifcbaa.com) outlining the circumstances. This contact should be made within 7 days of your contact with the facilitator.

If the outcome of this contact is still not satisfactory, a written appeal should be forwarded to the Manager Training & Professional Development identifying the following:

- The circumstances surrounding the situation
- Date and time of the situation
- If there is a request for reassessment
- Any evidence, such as the assessment submitted

The appeal will be evaluated by an independent party and a decision made. You will be notified in writing of the outcome of your appeal.

In the case of reassessment an objective party will be appointed to reassess your submission. A record of the appeal and subsequent decisions will be appropriately recorded. In the event that an appeal cannot be resolved internally, you will be advised of the appropriate body where you can seek further assistance.

## **8.8 Where to Get Help**

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through the OLC messaging system.

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## 9. Student Conduct

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Just as the ITALC has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, submit assessment items on time, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

The ITALC views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to the ITALC

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Student Appeals Policy process outlined in Section 9.1.

## 9.1 Student Appeals Policy

If your appeal pertains to a result of an individual assessment task, or the final result of a unit, please follow the process outlined in Section 8.7.1. All other appeals, please follow the below process.

Appeals must be received in writing by completing the Student Appeals Form via email within 5 business days of the incident which is the subject of the appeal. The form is available by contacting the Training Team via email: [training@ifcbaa.com](mailto:training@ifcbaa.com) Please see the end of this section for the full list of areas acceptable for appeal.

The appeal should be addressed to the Training Team. The appellant will receive notification of receipt of the appeal from ITALC.

Appeals will only be considered where the appellant has lodged the appeal. The appellant may represent themselves at a hearing if one is deemed needed, but no advocates or legal representation will be allowed to attend the meeting. A support person may accompany the appellant, however, the support person may not address the Appeals nor prompt the appellant.

The written appeal should outline the matters for appeal and attach all supporting material to be considered by ITALC, except where not available (e.g. the contents of an exam). The ITALC will consider issues and materials relevant to the appeal. The ITALC will assess each case on its own merits.

The ITALC will consider, and make a determination on, the appeal within 10 business days of receipt of the appeal by ITALC. The appellant will be advised of the outcome within 5 business days of the ITALC decision.

The ITALC can only make a decision to uphold or reject the appeal. If the appeal is upheld, the ITALC is empowered to provide a remedy to the appellant. If the appeal is rejected, the appellant will be advised of the reason.

The decision of ITALC will be by majority and is final and binding.

The following persons will have access to the ITALC's process:

- TLI50316 - Diploma of International Freight Forwarding students
- TLI50816 - Diploma of Customs Broking students

The ITALC will accept appeals in the following areas:

- Assessment content – apparently incorrect or ambiguous questions

- Assessment content – apparent differences between the learning materials and the assessment
- Misconduct consequences - as outlined in Section 9, students found guilty of misconduct have a right to lodge an appeal
- Unsatisfactory assessment appeal outcome – if the student is not satisfied with the outcome from the process outlined in Section 8.7.1, then they may lodge a further appeal via the student appeals process

The ITALC will not accept appeals in the following areas:

- Assessment re-sit rules and procedures
- Assessment subject matter (i.e. width and balance)
- Recognition of prior qualifications from foreign countries
- Exemption rules
- Timing and location of assessments

Management will consider the appeal and act to rectify it if it is found to be substantiated. You will be notified in writing of the outcome and advised of the appropriate body where you can seek further assistance if preferred.

## 9.2 Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. Refer to Section 8.6 for explanation on plagiarism.

## 9.3 Disciplinary Policy

In the event that there are grounds for disciplinary intervention then this will be handled in the first instance by the Facilitator, and if necessary by the ITALC staff. A record may be put in your training file.

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## 10. Student Feedback

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The ITALC is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of each semester via an online survey.

Please take the time to respond to these surveys regarding the unit(s) you studied during the semester.

## 11. Issuing Certificates

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### 11.1 Unit Results and Statement of Attainment

For students undertaking studies in a whole qualification, unit results will be updated in our student management system within 30 calendar days of you being assessed as being 'Competent' - meeting all requirements for the unit, and made available to students via the Learner App, provided all fees are paid. Access to the Learner App is provided via an invitation email from an email address of: [donotreply@mywisenet.com.au](mailto:donotreply@mywisenet.com.au)

For students who are undertaking a single unit of study, a Statement of Attainment will be issued to you within 30 calendar days of you being assessed as being 'Competent' - meeting all requirements for the unit, provided all fees are paid. Statement of Attainments are emailed to the email address you supplied the Training Team at time of enrolment.

### 11.2 Diploma and Record of Results

Upon successful completion of all units within your course, and provided all fees are paid, a Diploma and Record of Results will be issued to you within 30 calendar days of you being assessed as being competent for all units and therefore completing the requirements of your course. Diplomas and Records of Results are posted to the postal address you supplied the Training Team at time of enrolment.

This meets the compliance requirements as set for the ITALC and other RTOs in the Standards for RTOs 2015.

**If you change your contact information, it is essential to advise the Training Team, so that you are assured of receiving your Statement of Attainments and your Diploma.**

If for some reason the ITALC ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

## 12. Courses on Offer

### 12.1 TLI50816 Diploma of Customs Broking

The following table outlines the units and their fees for the Diploma of Customs Broking.

**PRICE LIST AS OF 1ST JANUARY 2020.**

Code	Title	Ref Code	Fee
TLIX5046	Carry out standard customs clearance practices	CP1	\$425.00
TLIX5047	Determine customs value	VL1	\$425.00
TLIX0002	Initiate cargo border procedures	CBP	\$425.00
TLIX0003	Conduct advanced border clearance functions	BCF	\$425.00
TLIX0008	Comply with biosecurity border clearance	BIO	\$375.00
TLIX0001	Determine tariff classification of goods	CL1	\$425.00
TLIX5049	Determine indirect taxes <i>Pre-requisite unit VL1 (TLIX5047)</i>	DIT	\$425.00
TLIX5048	Determine import/export prohibitions/restrictions	DPR	\$425.00
TLIX5052	Determine complex customs value <i>Pre-requisite unit VL1 (TLIX5047)</i>	VL2	\$425.00
TLIX5055	Apply anti-dumping and countervailing measures <i>Pre-requisite unit CP1 (TLIX5046)</i>	ADC	\$425.00
TLIX5056	Carry out additional customs clearance practices <i>Pre-requisite unit CP1 (TLIX5046)</i>	CP2	\$425.00
TLIX5050	Determine origin of goods and apply preference schemes or free trade agreements <i>Pre-requisite unit CP1 (TLIX5046)</i>	OPF	\$425.00
TLIR4001	Monitor supplier performance	MSP	\$425.00
TLIR4002	Source goods/services and evaluate contractors		
TLIX5053	Determine tariff classification for complex goods <i>Pre-requisite unit CL1 (TLIX0001)</i>	CL2	\$425.00
TLIX5058	Review decisions of regulatory bodies <i>Pre-requisite units: CP1, OPF, CP2, ADC</i>	RDB	\$425.00
BSBCUS501	Manage quality customer service	MPC	\$375.00
BSBMGT502	Manage people performance		
TLIX4036	Analyse, advise on and carry out integrated border clearance transactions <i>Pre-requisite - all other units</i>	IBC	\$425.00



## **Unit outlines**

The following is a description of the study units within the Diploma of Customs Broking:

### **Core Units:**

#### **TLIX5046 Carry out standard customs clearance practices (CP1)**

This unit involves the skills and knowledge required to carry out standard customs clearance practices in accordance with the Customs Act 1901 and amendments, as well as related legislation, regulatory requirements and workplace requirements.

#### **TLIX5047 Determine customs value (VL1)**

This unit involves the skills and knowledge required to carry out customs valuation using the transaction value method only, for the purpose of determining the customs value.

#### **TLIX0002 Initiate cargo border procedures (CBP)**

This unit involves the skills and knowledge required to prepare for border clearance of cargo in accordance with relevant legislative requirements and workplace procedures.

#### **TLIX0003 Conduct advanced border clearance functions (BCF)**

This unit involves the skills and knowledge required to carry out basic border clearance functions in accordance with relevant legislative and workplace requirements. It includes creating import declarations for import clearance; resolving problems arising from lodgement of entries or import declarations; and undertaking post-entry amendments.

#### **TLIX0008 Comply with biosecurity border clearance (BIO)**

This unit involves the skills and knowledge required to assess documentation for compliance with biosecurity border clearance in accordance with legislation, regulatory requirements and workplace requirements.

#### **TLIX0001 Determine tariff classification of goods (CL1)**

This unit involves the skills and knowledge required to determine the tariff classification of goods.

#### **TLIX5049 Determine indirect taxes (DIT)**

This unit involves the skills and knowledge required to determine indirect taxes as part of customs broking activities. It includes assessing the applicability of indirect taxes; determining tax exemptions and taxes to be paid; and documenting the results of all tax determinations.

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## **TLIX5048 Determine import and/or export prohibitions and/or restrictions (DPR)**

This unit involves the skills and knowledge required to apply special permit requirements as part of customs broking activities in accordance with the current Australian Customs Act, relevant legislation and workplace requirements. It includes identifying goods subject to import/export restrictions and/or prohibitions, identifying required permits, assessing permits for compliance; and facilitating the gaining of such permits.

## **TLIX5052 Determine complex customs value (VL2)**

*Pre-requisite unit (TLIX5047A) VL1*

This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with customs and related legislation. It includes applying the relevant method for the complex customs valuation required; identifying the contract of sale for customs valuation purposes; determining the price and elements of adjusted price; and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorisation principles, and recording valuation information on customs declaration documentation.

## **TLIX5050 Determine origin of goods and apply preference schemes or free trade agreements (OPF)**

*Pre-requisite unit (TLIX5046A) CP1*

This unit involves the skills and knowledge required to determine the origin of goods and interpret the application of preference schemes and/or free trade agreements to those goods.

## **TLIX5056 Carry out additional customs clearance practices (CP2)**

*Pre-requisite unit (TLIX5046A) CP1*

This unit involves the skills and knowledge required to carry out customs clearance practices that are additional to the standard clearance practices in accordance with the current Australian Customs Act and amendments, as well as relevant legislation, regulatory requirements and workplace requirements.

## **TLIX5055 Apply anti-dumping and countervailing measures (ADC)**

*Pre-requisite unit (TLIX5046A) CP1*

This unit involves the skills and knowledge required to identify goods subject to dumping and/or countervailing measures and to calculate applicable duties.

## **TLIX5053 Determine tariff classification for complex goods (CL2)**

*Pre-requisite unit (TLIX5051A) CL1*

This unit involves the skills and knowledge required to classify complex goods for import and export of goods in accordance with the current Australian Customs Act, relevant legislation and workplace requirements.

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## **TLIX5058 Review decisions of regulatory bodies (RDB)**

*Pre-requisite units: CP1, OPF, CP2, ADC*

This unit involves the skills and knowledge required to review the decisions of regulatory bodies including current Australian Government departments with the responsibility for customs issues. It includes evaluating the need to initiate and/or respond to a dispute, developing and submitting a response and initiating further action.

## **TLIX4036 Analyse, advise on and carry out integrated border clearance transactions (IBC)**

*Pre-requisite - all other units, excluding MSP and MPC*

This unit involves the skills and knowledge required to analyse, advise on and carry out border clearance transactions and will usually involve analysis of complex interactions between component elements of the transactions, in accordance with customs and related legislation, and workplace requirements.

### **Elective Units, delivered as two clustered study modules:**

#### **Monitor supplier performance and evaluate contractors**

**TLIR4001 Monitor supplier performance, TLIR4002 Source goods/services and evaluate contractors**

This unit involves the skills and knowledge required to source goods/materials/services, evaluating and selecting contractors including analysing supply requirements, monitoring the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements and completing all required documentation concerning the contract.

#### **MPC: Managing people and customer service**

**BSBCUS501 Manage people performance, BSBMGT502 Manage quality customer service**

This unit involves the skills and knowledge required to develop strategies to manage staff performance, development of key result areas and key performance indicators and standards, as well as areas of coaching and feedback. The unit also covers the development of strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

## Course duration

The course duration for the Diploma of Customs Broking is two years of study when completing the recommended study load per semester. Each calendar year will have two semesters with Semester One running from January to June, and Semester Two running from July to December.

## Recommended course schedule

The Diploma of Customs Broking is offered in four parts called Programs. Ideally you should complete the Programs in order, and this is what we would strongly recommend. This is because the knowledge and skills gained in each Program builds upon the Program that has gone before with the final Program containing the IBC unit providing the opportunity to bring all the knowledge and skills together. Students are welcome to take fewer units per semester to ensure they maintain a study/life/work balance. Please keep in mind, taking less units per semester than the standard progression means that it will take longer than two years to complete the Diploma.

Your First Semester	Your Second Semester	Your Third Semester	Your Fourth Semester
Program 1	Program 2	Program 3	Program 4
CP1 (TLIX5046)	BIO (TLIX0008)	VL2 (TLIX5052)	CL2 (TLIX5053)
VL1 (TLIX5047)	CL1 (TLIX0001)	ADC (TLIX5055)	RDB (TLIX5058)
CBP (TLIX0002)	DPR (TLIX5048)	CP2 (TLIX5056)	MPC (BSBCUS501, BSBMGT502)
DIT (TLIX5049)	BCF (TLIX0003)	OPF (TLIX5050)	IBC (TLIX4036)
		MSP (TLIR4001, TLIR4002)	

## 12.2 TLI50316 Diploma of International Freight Forwarding

The following table outlines the units and their fees for the Diploma of International Freight Forwarding.

### PRICE LIST AS OF 1ST JANUARY 2020.

Code	Title	Ref Code	Fees
TLIA5059	Plan and organise the international forwarding of freight by sea and multimodal transport	SMI	\$375.00
TLIA5061	Plan and organise the international forwarding of freight by road and rail transport	RRI	\$375.00
TLIE5020	Apply knowledge of freight forwarding documentation and permits	DPI	\$375.00
TLIL5062	Apply knowledge of logistics, storage and distribution to international freight forwarding	LDI	\$375.00
TLIA5060	Plan and organise the international forwarding of freight by air transport	ATI	\$375.00
TLIL5064	Manage international special freight transport services including dangerous goods and special cargo <i>Pre-requisites unit SMI (TLIA5059) &amp; ATI (TLIA5060)</i>	SCD	\$375.00
TLIL5063	Review contracts, insurance, risk and liability in the international freight forwarding context	CIR	\$375.00
TLIO5020	Advise on and manage security and safety in international freight transport	SSI	\$375.00
TLIX0008	Comply with biosecurity border clearance	BIO	\$375.00
TLIF0003	Develop and implement policies and procedures to ensure chain of responsibility compliance	COR	\$375.00
BSBMGT502	Managing People Performance	MPC	\$375.00
BSBCUS501	Manage Quality Customer Service		

*\*\*All unit fees are GST free.*

## Unit outlines

The following is a description of the study units within the Diploma of International Freight Forwarding:

### Core Units:

#### **TLIA5059 Plan and organise the international forwarding of freight by sea and multimodal transport (SMI)**

This unit involves the skills and knowledge required to plan and organise international forwarding of freight by sea and multimodal transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for sea and multimodal transport; advising on and organising the packaging, packing, loading, stowage and storage of the freight; and completing freight forwarding calculations required for sea and multimodal transport. It also includes assisting in the organisation of insurance for sea and multimodal freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by sea and multimodal transport; and completing documentation and records required for sea and multimodal transport.

#### **TLIA5061 Plan and organise the international forwarding of freight by road and rail transport (RRI)**

This unit involves the skills and knowledge required to plan and organise international forwarding of freight involving road and rail transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for road and rail freight transport; advising on and organising the packaging, packing, loading, stowage and storage of road and rail freight; and completing freight forwarding calculations for road and rail transport. It also includes assisting in the organisation of insurance for road and rail freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by road and rail transport; and completing documentation and records required for road and rail freight transport.

#### **TLIE5020 Apply knowledge of freight forwarding documentation and permits (DPI)**

This unit covers the competency required to develop, maintain and apply an in-depth understanding of required documentation, forms and permits to advanced freight forwarding activities. This includes the demonstration of the required knowledge of documentation, forms and permits; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding.

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## **TLIL5062 Apply knowledge of logistics, storage and distribution to international freight forwarding (LDI)**

This unit involves the skills and knowledge required to develop, update and apply knowledge of logistics, warehousing, storage and distribution when performing advanced international freight forwarding activities. This includes the demonstration of the required knowledge of logistics, warehousing, storage and distribution; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding.

## **TLIA5060 Plan and organise the international freight forwarding by air transport (ATI)**

This unit involves the skills and knowledge required to plan and organise international forwarding of freight by air transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for air freight transport; advising on and organising the packaging, packing, loading, stowage and storage of air freight; and completing freight forwarding calculations for air transport. It also includes assisting in the organisation of insurance for air freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by air transport; and completing documentation and records required for air freight transport.

## **TLIL5064 Manage International special freight transport services Including dangerous goods and special cargo (SCD)**

*Pre-requisite unit ATI (TLA5060A)*

This unit involves the skills and knowledge required to manage special international freight transport services, including (1) the forwarding of dangerous goods, (2) the international forwarding of special cargoes such as classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo etc., and (3) special forwarding projects (such as international freight logistics for sporting or diplomatic events, business conventions and exhibitions etc.). It also includes the monitoring and tracking of the international transport of special cargoes and dangerous goods and ensuring that all required forms and documentation are completed and/or required data entered into the applicable information technology systems.

## **TLIL5063 Review contracts, insurance, risk and liability in the international freight forwarding context (CIR)**

This unit involves the skills and knowledge required to review contracts, insurance, risk and liability in the international freight forwarding context. This includes examining an international freight forwarding sales contract; examining an international freight forwarding service contract; managing risk in international freight forwarding; assisting in organising transport insurance requirements; confirming or organising liability insurance requirements; assisting a customer to make a claim on a transport insurance policy; and making a claim on a liability insurance policy.

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## **TLIO5020 Advise on and manage security and safety in international freight transport (SSI)**

This unit involves the skills and knowledge required to advise customers on security and safety requirements within international freight transport and manage the security and safety arrangements for international freight. This includes assessing international freight transport security and safety risks; specifying international transport security and safety requirements; implementing transport security and safety plans and policies; and monitoring and reviewing security and safety system performance.

## **TLIF0003 Develop and implement policies and procedures to ensure chain of responsibility compliance (COR)**

This unit involves the skills and knowledge required to manage a project, covering topics such as the selecting and confirming of appropriate projects; defining the project, developing a project team, monitoring tools to keep the project on track and reporting to stakeholders. This unit also covers the skills and knowledge required to identify, analyse and refine project costs to produce a budget, and to use this budget as the principal mechanism to control project cost.

### **Elective Units:**

**MPC: Managing people and customer service (clustered study module)**  
**BSBCUS501 Manage people performance, BSBMGT502 Manage quality customer service**

This unit involves the skills and knowledge required to develop strategies to manage staff performance, development of key result areas and key performance indicators and standards, as well as areas of coaching and feedback. The unit also covers the development of strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

## **TLIX0008 Comply with biosecurity border clearance (BIO)**

This unit involves the skills and knowledge required to assess documentation for compliance with biosecurity border clearance in accordance with legislation, regulatory requirements and workplace requirements.

### **Course duration**

The course duration is one and half years of study when completing the recommended study load per semester. It can be fast tracked and completed within one year. Each calendar year will have two semesters with Semester One running from January to June, and Semester Two running from July to December.



## Recommended course schedule

We offer this course in two parts called Programs. Some units are only offered in a particular semester of the year. For instance, SMI is only offered in Semester One of the years, and the units ATI and SCD are only ever offered in Semester Two of the year. If you choose to take less than the suggested study load in any given semester, it would be important to consider these delivery constraints. Students are welcome to take fewer units per semester to ensure they maintain a study/life/work balance. Please keep in mind, taking less units per semester than the standard progression means that it will take longer than a year to complete the Diploma.

Program One	Program Two
SMI (TLIA5059)	ATI (TLIA5060)
RRI (TLIL5061)	SCD (TLIL5064)
DPI (TLIE5020)	CIR (TLIL5063)
LDI (TLIL5062)	SSI (TLIO5020)
COR (TLIF0003)	MPC (BSBCUS501, BSBMGT502)
	BIO (TLIX0008)

## What credential will I receive on completion of the new Diploma?

The DIFF is a nationally recognised qualification TL150316 Diploma of International Freight Forwarding. Once you graduate, you will be eligible to receive the Diploma from the ITALC.

ITALC is also pleased to advise that FIATA (the International Federation of Freight Forwarders Associations) recognises the ITALC's Diploma course for the awarding of the globally recognised and highly regarded FIATA Diploma.

This means that once you graduate from the ITALC's course, you will not be required to complete any further study to be granted the FIATA Diploma. This is because FIATA recognises the high standard of the ITALC's course and deems it to be equivalent to their globally recognised Diploma. ITALC will apply for your FIATA Diploma on your behalf for an administrative cost of \$100 (+ GST).



In Australia, you must complete your course through the IFCBAA / ITALC, to be awarded the prestigious FIATA Diploma.

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## 13. Resources and Online Study

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### 13.1 Resources

#### 13.1.1 Learning Materials

Students are provided learning materials and handouts relevant to each unit of study via the Online Learning Centre. There are no software costs and no costs to download the learning materials other than the normal cost of Internet access through your Internet Service Provider (ISP). To take an active part in the virtual classrooms you will need a microphone and speakers or a combined headset. These retail for approximately \$30.

The ITALC recommend having access to a good printer so you can download and print your learning materials. The ITALC believe this is essential for good study technique as regular reference will be made to these readings. It is far easier to study from these materials in hard copy where you can make notes in the margins and highlight the specific areas you need to study.

#### 13.1.2 Text Book

The only course that has a prescribed and mandatory textbook is the Diploma of International Freight Forwarding. The text is “International Logistics and Freight Forwarding Manual” (4th Edition) by Russell Burke. The text can be purchased from the IFCBAA website: [www.ifcbaa.com](http://www.ifcbaa.com) The text can be found under the Products section and costs \$170.50 (inc. GST) plus postage and handling.

#### 13.1.3 Accessing the Customs Tariff

The Diploma of Customs Broking has units that require you to have access to the Customs Tariff. IFCBAA provides access to a free Customs Tariff portal via:

<http://cbfca-tariff.com.au>

Please contact us to get your login and password on (02) 95871986 or [training@ifcbaa.com](mailto:training@ifcbaa.com)

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## 13.2 Learning Online

### 13.2.1 Courses delivered via the Internet.

The ITALC has spent a considerable amount of time researching the most effective learning platform for it to offer courses via the Internet. Given the broad geographical spread of people interested in completing our courses, an online platform was considered the best way to reach all potential students within Australia and internationally.

Courses offered by the ITALC utilises absolute state-of-the-art virtual classrooms which will enable you to come together and discuss topics within the course with your facilitator and with your fellow students. This social and academic interaction creates the most effective method for student learning in an online environment and simulates the classroom situation of a bricks and mortar college perfectly. These classes are live classes held in real-time with an experienced subject matter expert facilitating the learning.

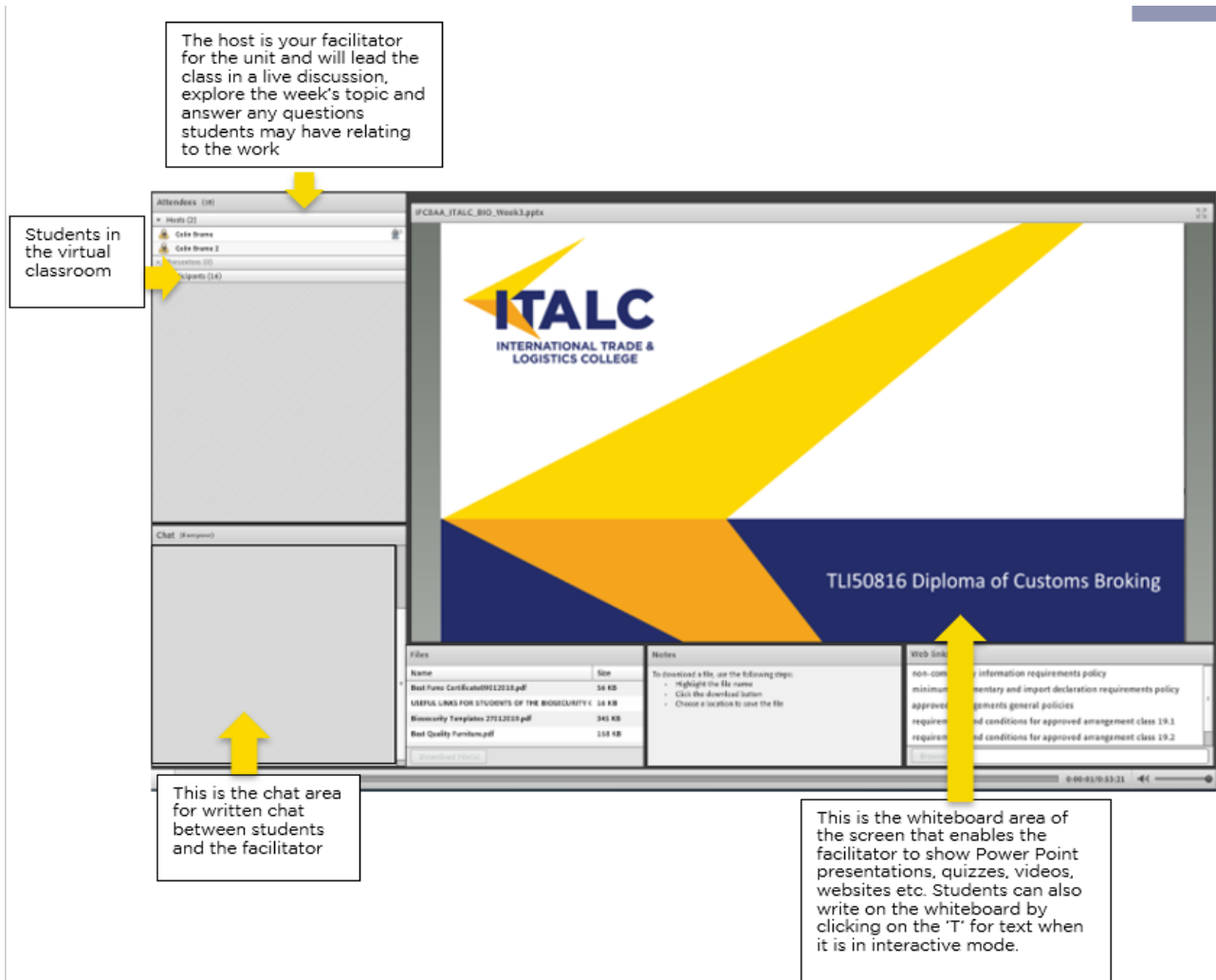
### 13.2.2 Can I start and finish anytime I like?

No. The courses offered by the ITALC are fully facilitated courses. This means that you will have a facilitator for your course that will be well skilled in online facilitation as well as be a subject matter expert in the study unit. Each study unit will have a clear timetable for classes and assessments as well as other assessable requirements. You will be advised of this timetable and will be expected to submit work and contribute to the course in line with this timetable.

### 13.2.3 What can you tell me about the virtual classrooms?

The software that makes this happen comes from a company called Adobe Connect. ITALC has invested in this software which means that it can be provided to you at no cost whatsoever.

The screen capture below shows you a snapshot of what you will see from within the class.



The virtual classroom (VC) enables you in REAL TIME to:

- Watch and listen to a presentation by your facilitator
- Ask verbal as well as written questions of your facilitator
- Ask verbal as well as written questions of your fellow students and respond to their questions and ideas
- Complete quizzes and other interactive exercises

- Provide a response to an opinion survey
- Surf the Internet as a group with your fellow students

All enrolled students will have access to the VCs and you can attend a full orientation session prior to the commencement of classes.

### 13.2.4 What do I need to access a VC?

To access a VC you will need a microphone and speakers (some students choose to combine these in a headset which may be purchased at any technology store for as little as \$30)

Your computer/laptop will need the following:

#### Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows 7, Windows 8 or Windows 8.1
- Windows 10, 8.1 (32-bit/64-bit), 8.0 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512MB of RAM (1GB recommended) for Windows 7 or Windows 8
- Microsoft Internet Explorer 8 or later; Windows Edge browser; Mozilla Firefox; Google Chrome; Adobe® Flash® Player 13.0+

#### Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.8, 10.9, 10.10
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 13.0+

You will also need access to the Internet via an Internet Service Provider (ISP). While Broadband internet access is not essential, it will make your learning experience more satisfying by speeding up your downloads of video and other images involved in the course

The ITALC uses virtual classrooms in all of its courses and you will be expected to attend these sessions when they are scheduled. You will also be expected to contribute to these sessions by both asking and responding to the ideas and input of others within your virtual classroom.

What happens if you miss a VC? No problem at all. Unlike being in a traditional classroom, we record all of our VCs so you can watch them at any time to ensure you stay up to date with your class. This is one of the most significant benefits of learning with us - you never miss a class.

**All VCs are scheduled at night (typically 2000 hours SYD time) and are of one hour's duration.**

**Dates and times of VC sessions are advised in advance and during daylight savings periods Sydney (SYD) time will be followed.**

### **13.2.5 What's involved in studying online?**

Studying online does not mean all your learning is completed via the computer. This would be very difficult to achieve and would be challenging to anyone's ability to maintain focus, both physically and intellectually.

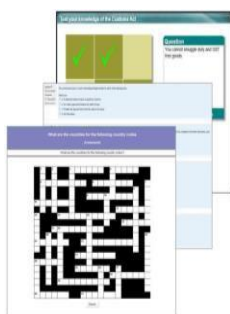
The following is an outline of the learning philosophy of the ITALC courses:

#### **Downloadable print materials provided for every session**



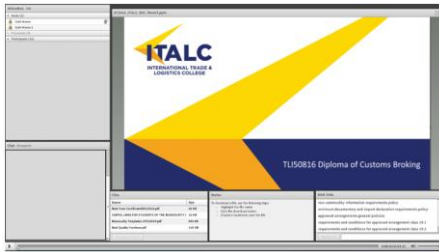
The learning design philosophy of the ITALC is that you will be provided with a range of reading material for your course which will be downloadable as PDF documents. Our view and our strong recommendation is that you should get yourself a folder for each of your study units and then download, print and file the reading material within these folders to ensure you have good quality, hard copy documents from which to study. You can then use these documents as reference material for the learning activities (see below).

#### **Learning activities available to self-assess your learning**



You will be provided with a number of learning activities to enable you to determine your own understanding of the study unit. These will be found in the online environment so you will need to logon and complete these exercises although this can be completed in your own time within the course and will not be part of your formal assessment within the unit. The answers to questions raised in these learning activities will usually be provided within the downloadable reading material for your study unit although in some cases you may be required to conduct some research of your own either online or through other methods.

## Virtual classrooms



Your study units will contain a number of virtual classroom sessions (VCs) and you will be expected to attend these when they are scheduled. These will be conducted online (see 13.3 for further detail). If circumstances cause you to miss a class, rest easy. All our VCs are recorded, with every action, shared application, web tour, file transfer and more captured as they happened. It's just like being there, so you don't miss a thing.

## Posting to an electronic discussion board



There will also be an opportunity for you to share your thoughts on a non-real time case study by posting your comments to the online discussion board. This is not unlike putting your comments on a traditional notice board where other students can walk past, read what you have written and make their own comments.

Participation in the discussion board may form a part of your assessment within each study unit. While each topic posted on the discussion board will have a certain timeline of response (usually within 5 days), you will be able to post and respond to messages at any time of the day or night. You will not need to be online with your fellow students to leave a message.

## 13.2.6 What are the benefits of learning online?

There are a number of benefits to you in learning online as compared to the equivalent course in a bricks and mortar, classroom, environment. Some of these are:

- The courses offered through the ITALC enable you to receive a consistent level of education, wherever you might be located around Australia and even internationally. This is because the ITALC can source out the most appropriate and experienced facilitators from around the country wherever they are located and bring their expertise together for the benefit of our students
- In the online environment it is possible for the ITALC to bring guest speakers into the virtual classrooms no matter where those guest speakers may be located around the world. This would be beyond the budget of most colleges

due to the high cost of travel and accommodation required. You would also have the opportunity to interact with the guest speaker and ask questions to confirm details of the presentation. All without leaving your own desk.

- There is clearly a saving for you in terms of travel times and costs, particularly where you might be located in places that are not geographically close to the traditional college classrooms.
- If you are unable to make a class, you are still able to attend as the ITALC records all of the VCs for every unit. This way you will be able to stay up to date with your cohort, as well as ensuring you do not miss out on the class experience, or any pertinent information.
- Research suggests that the ability of a student to retain learning in a course is actually enhanced within an online study environment. This is because an online course combines all of the senses: you not only get to hear a lecturer but you also get to read the material and digest it in your own time. This type of learning appeals to all the
- senses rather than just the limited opportunities generated by attending a lecture in class.
- We also believe that the learning environment is more relaxed when you can work at your own pace in completing assignments within your own learning environment – usually your own place of work or study.

### **13.2.7 Finding your way around the Online Learning Centre**

An orientation session will be provided to you and all students prior to the start of the semester. This will show you how to access your course and provide you with an outline of what the course area looks like and how to navigate your way around the online learning centre. This orientation will be recorded so that you will have ongoing access to view the recording and refresh your knowledge as required.



## 13.2.8 Preparing to Learn

Online learning can be a rewarding experience if you prepare for it and then stay with your plan.

**Create an offline folder:** Find a ring binder and label it with the name of your course. Online learning can generate just as much paperwork as offline learning. Sometimes more!

**Create an online folder:** Name a folder after your online course on the hard drive of your computer. This is where you will save any online documents, templates, assessment responses and other resources relevant to your program. If you are unable to save to the hard drive, use a memory stick or re-writable CD-ROM especially for this purpose.

**Record your login:** Write your login details down in a safe place and do not share them with anyone. It is good practice not to record any passwords on any computer that has access to the Internet, as there is a slight possibility that someone could access them remotely.

**Print important information:** It may be useful to print program details, any assessment requirements and any important emails/messages from facilitators or administration and file them in your folder. This provides a quick reference point while you are offline.

**Choose a place:** Consider your lifestyle. Now decide where you will be when you login – work, library, home etc. Choose somewhere that is available, comfortable, and private where you are least likely to be interrupted

**Choose a time:** Consider your weekly schedule. Now decide on when you will login – early morning, weekends, late Wednesday night etc. Be ready to make the commitment to login at least twice a week. It is not necessary to be online for long periods of time – short visits (about 30 minutes at a time) are often more effective.

Now inform your partner, flat mate, children, parents, siblings etc. that when you are at the computer at these times, you are actually ‘at class’ and are not able to speak with them. You may even need to put up a sign!

Now this is no different to attending a physical classroom session and this is where we need you to be aware that even though the course is online this does NOT mean it is self-paced. In other words, if you skip a week or two, you will find yourself behind in the class and needing to catch up. In cases where you cannot catch up and are subsequently not able to pass the set assessment tasks, you may be required to withdraw from the study unit.

**It is vitally important therefore that you do not get behind in your studies as playing ‘catch up’ is always difficult.**

Each week you are required to:

- read that week's study material and digest the information prior to your weekly VC
- conduct any further research that may be necessary
- complete the non-assessable learning activities
- complete exercises/activities in preparation for the VC and/or DB
- make comments on the material back to the facilitator and/or the group via the discussion board if required
- attend the virtual classroom for that week if one is scheduled

Taking into account the above, you should expect to spend a minimum of 4-6 hours per week on EACH study unit to ensure you have covered the material in depth.

**Contact with the facilitator:** It is important to establish a connection with a human being quickly, so introduce yourself to your facilitator. This person is your 'guide on the side' and will assist and encourage you as you work through the study unit. Your facilitator is the subject matter expert and is the best person to contact if you have any questions regarding the learning material and subject matter.

**Role of the Training Team:** The Training Team is responsible for the day to day operations of the college. Any questions or issues relating to technical, OLC, Adobe Connect or administrative communications should be directed to the Training Team.

**Role of the Facilitator:** The facilitators are highly experienced practitioners in the industry. Their role is to be your 'guide on the side' as you progress through each unit. They will lead the VC sessions and provide guidance and comment in the Discussion Boards. You may message your facilitator at any time and receive a timely response from them regarding your queries.

**Communication:** Well-developed communication channels are very important in the online learning world. Your facilitators are a message away and phone calls can be arranged at a mutually agreeable time if requested.

The Training Team can be contacted during business hours on:

- P: 02 95871986
- E: [training@ifcbaa.com](mailto:training@ifcbaa.com)

Business hours for the Training Team are Monday – Friday, 8.30 am – 5.00 pm.

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## 14. Study Exit Points

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A student may exit from their enrolled course at any time with a Statement of Attainment for any units of competency completed successfully up to that point.

## 15. Further study options for students

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Completing a diploma with the ITALC can give you a head start on a university degree. Many higher education institutions may offer study exemptions for your nationally accredited study completed with the ITALC.

## 16. Student Membership

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Students studying the Diploma of Customs Broking or the Diploma of International Freight Forwarding, with the ITALC, will be eligible to apply for a complimentary Student Membership with IFCBAA. Students will be sent an application form once enrolment confirmation has occurred. It is not compulsory to become a member, however the ITALC highly recommend accepting this value add for being a student of the ITALC. For further information on a IFCBAA Student Membership, please refer to the IFCBAA Membership Page found on the website: [www.ifcbaa.com](http://www.ifcbaa.com)