

BQA NCQF Qualification Template

DNCQF.FDMD.GD04

Issue No.: 01

QUALIFICATION SPECIFICATION						
SECTION A						
QUALIFICATION DEVELOPER	BA ISAGO University					
TITLE	Certificate V in Customs Clearing and Freight Forwarding				NCQF LEVEL	5
FIELD	Business, Commerce and Management Studies		SUB-FIELD	Customs Clearing and Freight Forwarding		
New qualification	✓		Review of existing qualification			
SUB-FRAMEWORK	General Education			TVET	✓	Higher Education
QUALIFICATION TYPE	Certificate	✓	Diploma		Bachelor	
	Bachelor Honours		Master		Doctor	
CREDIT VALUE	120					
RATIONALE AND PURPOSE OF THE QUALIFICATION						
<p>The Human Resources Development Council (HRDC) Top Occupations in Demand document (2016) identified Freight Handlers, Supply, Distribution and related managers in logistics as one of the Transport and Logistics Sector occupations in high demand at a national level. Inclusion of freight handling in the priority list was informed by the country's national priorities as outlined in the Botswana's VISION 2036. VISION 2036 states that development of the human capital is essential in achieving the VISION 2036 pillars, mainly Pillar 1 which calls for Sustainable Economic Development and Pillar 2 which emphasizes the need for Human and Social Development. The two pillars emphasise transformation of Botswana economy to a knowledge based economy and producing a globally competitive human resource as key strategies for driving economic growth and diversification.</p> <p>Currently, there is no Education and Training Provider in Botswana that is providing a qualification in Customs Clearing and Freight Forwarding. This justifies the need for training and qualifications in the field of Customs clearing and Freight forwarding. Furthermore, the Ministry of Education and Skills Development addressed the issue of skills deficiencies in the National Human Resource Development Strategy (2009), which stated that economic diversification was critically tied to having the right skills in place for the diversification to take place. The Customs clearing and Freight forwarding</p>						

qualification, pitched at Certificate level provides basic depth and breadth training to produce a competent customs clearing practitioner with skills required for the safe handling of freight, and to adhere to customs compliance regulations, which will assist companies in saving costs by establishing world-class supply chains with competent employees. The qualification will prepare the participant to manage the customs legislative documentary process when moving cargo from origin to destination.

Clearing agents play a vital role in cross-border trade, helping traders to navigate the documentation required to import and export. Providing access to proper training and accreditation will allow agents to enhance their professional skills, reducing errors in documentation, the need for physical inspections and ultimately the time and cost of trade for business. It will also deliver efficiency gains for the Botswana Unified Revenue Services (BURS). The Certificate V in Customs, Clearing and Freightage will assist Clearing Agents in Botswana to improve their skills and understanding of modern customs operations. It will also contribute to improving trade facilitation and thereby reduce the cost of cross-border trade, help to build capacity amongst clearing agents and assist in raising standards in the industry. The impact of this qualification is not just in up-skilling the customs clearing agent community and reducing the cost of trade in Botswana, but it also contributes positively to the country's wider economic and social development.. This Qualification is meant to provide learners with the conceptual framework and the skills necessary to perform routine functions within the Freight Forwarding and Customs Compliance environment. This Qualification is intended to train learners to operate cross-functionally within the Freight Forwarding and Customs Compliance environment of the international logistics industry.

The purpose of this qualification, therefore, is to produce graduates who can apply broad technical knowledge, skills and competences to:

1. Process documentation required to import and export
2. Calculate terminal handling charges and inland haulage charges
3. Plan for international transportation
4. Follow through and implement custom declaration practices, documents for international trade, inspection practices and international marketing

ENTRY REQUIREMENTS (including access and inclusion)

- i. Certificate IV NCQF level 4 (BGCSE or equivalent).
- ii. Access and Inclusion: Candidates who do not have the minimum qualifications stated above will be considered through a Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer as per ETP applicable policies for access and inclusion in line with BQA/ national policy.

GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
<p>1. Apply broad technical knowledge of processes and procedures required for the administration of export and import transactions.</p>	<p>1.1 Administer export and import transactions.</p> <p>1.2 Comply with procedures in respect of lost, discrepant and damaged cargo.</p> <p>1.3 Generate forwarding industry invoices, credit notes and landed costing.</p> <p>1.4 Prepare Customs Documentation and Customs records filing.</p> <p>1.5 Handle cargo for import and export.</p> <p>1.6 Compute insurance value of goods.</p> <p>1.7 Engage with insurance companies to ensure protection of goods.</p>
<p>2. Execute routine functions within the Customs Clearing, Freight Forwarding and Customs Compliance environment.</p>	<p>2.1 Determine import duty using the total value of items in a shipment</p> <p>2.2 Calculate duties and tax payable (VAT) on internationally traded goods.</p> <p>2.3 Calculate an amount to pay back by way of reduction, return, or refund on what has already been paid or contributed.</p> <p>2.4 Classify commodities according to customs tariff.</p> <p>2.5 Frame and submit customs declarations and carrier release documentation.</p> <p>2.6 Document and handle export surface general non-hazardous cargo.</p> <p>2.7 Facilitate the forwarding and clearing of dangerous goods for intermodal transportation.</p> <p>2.8 Handle dangerous goods during warehousing and storage.</p> <p>2.9 Apply group age processes and procedures to cargo imported by surface.</p> <p>2.10 Administer multimodal surface freight import clearances.</p> <p>2.11 Evaluate and select sea freight carriers and agents.</p> <p>2.12 Carry out intermodal surface costing.</p>

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	2.13 Apply logistics management functions in the customs environment.
3. Extend good customer service and be able to handle clients accordingly	3.1 Conduct market segmentation and product positioning 3.2 Establish strong relationships with clients (CRM) and relationship between Forwarders and Client. 3.3 Handle customer complaints. 3.4 Design strategies of delivering superior world class customer service 3.5 Advise clients on customs related issues in order to improve customer service and logistics efficiency and effectiveness.
4. Mitigate risks related to customs clearing and freight forwarding management.	4.1 Classify customs and freight forwarding risks. 4.2 Recommend strategies of mitigating customs and freight forwarding risks. 4.3 Advise clients on the best insurance available in the industry. 4.4 Process insurance documents on behalf of the client.
5. Implement international payment systems at international trade level.	5.1 Check legal compliance of international payment methods. 5.2 Distinguish different methods of payment used in international trade. 5.3 Fill in international trade payment documents. 5.4 Calculate exchange rates (Spot and forward rates). 5.5 Record all the sales transactions a business makes with its clients.
6. Demonstrate competence of computer skills used in customs management and operations.	7.1 Use Microsoft Excel, Microsoft Word, and Spread Sheets for computation and recording of business transactions. 7.2 Use computer-to-computer exchange of business documents in an electronic format with business partners. 7.3 Use tracking system for observing goods on the move and supplying a timely ordered sequence of location data for further processing.

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	<p>7.4 Use social media platforms as tools to do customs business.</p> <p>7.5 Create customer database on computers from manual source documents.</p>
<p>7. Apply appropriate communication skills and practice professionalism across settings, purposes, and audiences.</p>	<p>7.1 Demonstrate knowledge of communication theory and application.</p> <p>7.2 Practice critical thinking to develop innovative and well-founded perspectives.</p> <p>7.3 Build and maintain healthy and effective relationships in the workplace.</p> <p>7.4 Exhibit self-esteem and confidence when interacting with other people.</p>

QUALIFICATION STRUCTURE			
			SECTION C
FUNDAMENTAL COMPONENT Subjects / Units / Modules /Courses	Title	Level	Credits
	Customer Care and Services	4	10
	Communication Skills	5	10
	Life Skills	4	10
	Computer Skills	5	10
CORE COMPONENT Subjects / Units / Modules /Courses	Principles of Customs Clearing and Freight Forwarding	5	10
	Customs Valuation & Assessments	5	10
	Shipping, Forwarding and Transport Broking	5	10
	Customs and Excise Legislation	5	10
	Customs Documentation	5	10
	International Trade and Payment Systems	5	10
	Risk Management and Insurance	6	10
	Freight Handling Management	6	10
ELECTIVE COMPONENT Subjects / Units / Modules /Courses			
Rules of combinations, Credit distribution (where applicable):			
Level 4 consists of 20 Credits			

Level 5 consists of 80 Credits
 Level 6 consists of 20 Credits
 Total **120 Credits**

Fundamental modules:

Level 4 consists of 20 Credits
 Level 5 consists of 20 credits

Core Modules:

Level 5 consists of 60 Credits
 Level 6 consists of 20 Credits
 Total **120 Credits**

For award of this qualification 120 credits should be attained, where 40 credits are from fundamental component and 80 credits from core component

ASSESSMENT & MODERATION ARRANGEMENTS

Assessment

All assessments which are leading to the award of the qualification should be based on learning outcomes and associated assessment criteria.

i. Formative assessment

The weighting of formative assessment is 40 % of the final assessment mark.

ii. Summative assessment

The weighting of summative assessment is 60 % of the final assessment mark.

Moderation Requirements

There will be provision for internal and external moderation. The assessments will be moderated internally by subject experts within the organization and externally by subject experts outside the institution. Internal moderations will be done prior to external moderation. Each sub-field will have a Substantive External Examiner.

Assessment and moderation will be carried out by BQA registered assessors and moderators in line with BQA/ national policies.

RECOGNITION OF PRIOR LEARNING (if applicable)

There will be provision for awarding of the qualification through RPL in line with the national RPL Policy. There will also be provision for CAT awarding credits to the learner in a case where they do not complete the qualification or transfer to another institution.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning Pathways

Vertical Pathways (NCQF Level 6)

- Diploma in Customs Clearing and Freight Forwarding

Horizontal Pathways (NCQF Level 5)

- Certificate in Transport Management and Logistics
- Certificate in International Trade
- Certificate in Customs Management

Diagonal Pathways

- Diploma in Transport Management and Logistics
- Diploma in International Trade
- Diploma in Customs Management

Employment Pathways

- Freight Forwarding Agent
- Customs Clearing Agent
- Entries Clerk
- Freight Clerk
- Sole Agent
- Free Agent
- Customs Officer

QUALIFICATION AWARD AND CERTIFICATION

Candidates meeting the prescribed requirements will be awarded the qualification in accordance with the qualification composition rules and applicable policies. To be eligible for the award, candidates must have successfully completed all fundamental and core modules and passed examinations in accordance with regulations set by the Faculty. The Certificate V in Customs Clearing and Freight Forwarding will be awarded to candidates who have obtained a minimum of 120 credits.

REGIONAL AND INTERNATIONAL COMPARABILITY
<p>A comparative analysis was conducted between the following institutions;</p> <ol style="list-style-type: none"> 1. Institute of Export & International Trade (UK) - Certificate in Customs Legislation and Procedures, 2. Iceel Academy (India) - Certificate in Custom Clearing and Freight Forwarding, 3. YMCA (Uganda) - Certificate in Clearing and Forwarding. <p>The proposed Certificate in Customs Clearing and Freight Forwarding follows a similar structure like the above mentioned qualifications offered by other institutions. The proposed qualification has duration of 1 year similarly as Institute of Export & International Trade qualification while YMCA qualification has duration of 1.5 years. There is also a difference in the credit value where the proposed qualification carries 120 credits and YMCA qualification carries 75 credits. YMCA qualification has provision for internship while other qualifications do not have. In terms of scope the proposed and YMCA have communication skills and computer components but generally all the qualifications differ in modules provided. Iceel Academy, YMCA and the proposed qualification have similar assessment methods (assignments and examinations) while Institute of Export & International Trade uses quizzes and online review as assessments.</p> <p>The proposed qualification is uniquely structured to develop career-ready Customs Clearing and Freight Forwarding professionals, able to effectively develop and deliver organization relevant strategies in Customs Clearing and Freight Forwarding in government, state owned enterprises, and business organizations.</p>
REVIEW PERIOD
<p>This qualification will be reviewed in a period of 5 years upon registration</p>