



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Routine Freight Forwarding Processes and Procedures

Services / Transport, Operations and Logistics

Unit Standard 252386 · NQF Level 2 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips learners with the practical skills and knowledge required to execute routine freight forwarding processes and procedures. It covers core operational tasks such as documentation, customs compliance, and coordination with carriers to ensure efficient and compliant international and domestic freight movements.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	252386
Accreditation	SAQA Accredited · NQF Level 2 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply standard operating procedures for processing export and import documentation.
- Demonstrate correct procedures for coordinating freight bookings with carriers and agents.
- Analyze shipping instructions and bills of lading to ensure accuracy and compliance.
- Implement customs clearance processes including classification and duty calculation.
- Evaluate shipment tracking data and resolve routine discrepancies.
- Communicate effectively with stakeholders to facilitate smooth freight movements.

WHO SHOULD ATTEND

- This course is designed for entry-level freight forwarding clerks, logistics administrators, and operations assistants who are new to the freight forwarding industry or seeking to formalize their practical experience.

COURSE OUTLINE

Day 1: Introduction to Freight Forwarding

- Overview of freight forwarding industry
- The supply chain and logistics ecosystem
- Introduction to Incoterms 2020
- South African customs and trade regulations
- Basic documentation: bill of lading, invoice, packing list

Day 2: Import and Export Procedures

- Import process flow
- Export process flow
- Permits and licenses (e.g., DAFF, ITAC)
- Customs clearance and SARS requirements
- HS tariff classification and duty calculation
- Compliance and risk management

Day 3: Documentation and Data Management

- Bill of lading (B/L) and air waybill (AWB)
- Commercial invoice and packing list
- Certificate of origin and other certificates
- Data entry in freight software (e.g., CargoWise)
- Document checking and correction procedures
- Electronic document submission (e.g., SARS e-filing)

Day 4: Modes of Transport and Routing

- Sea freight: FCL, LCL, container specifications
- Air freight: consolidation, volumetric weight
- Road and rail freight in Southern Africa
- Multimodal transport and intermodal containers
- Routing optimization and carrier selection
- Cargo stowage and securing

Day 5: Pricing, Quotations, and Costing

- Freight rates and tariff structures
- Surcharges: BAF, CAF, peak season
- Quotation preparation and negotiation
- Incoterms and cost allocation
- Currency exchange and risk management
- Costing and profitability analysis

Day 6: Customs Compliance and Risk Management

- Customs valuation (transaction value, deductive)
- Risk assessment frameworks
- Compliance checks and internal controls
- Customs audits and penalty avoidance
- Preferential trade agreements and rules of origin
- Sanctions and restricted goods

Day 7: Customer Service and Communication

- Professional communication skills
- Client inquiry handling
- Complaint resolution procedures
- Shipment tracking and status reporting
- Service level agreements (SLAs)
- Relationship management and retention

Day 8: Technology and Systems in Freight Forwarding

- Freight management systems (e.g., CargoWise, Logitude)
- Electronic data interchange (EDI) standards
- Blockchain for documentation and transparency
- IoT for cargo monitoring
- Tracking portals and visibility
- Data analytics and reporting

Day 9: Integration, Case Studies, and Assessment

- End-to-end process integration
- Case studies: import/export scenarios
- Practical exercise: process a shipment
- Review of key concepts
- Final assessment preparation
- Assessment and feedback

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
05 Aug 2026	17 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	18 Aug 2026	On-Campus	Lagos, Nigeria
07 Aug 2026	19 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	20 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	24 Aug 2026	On-Campus	Pretoria, South Africa
13 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 252386) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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