Test Project

Module 5

Logistics and Freight Forwarding

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Contents

Instructions for Competitor.....3
Task objectives.....3

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Instructions for Competitor

This module (M5) assesses the ability to manage a dynamic challenge across the following areas:

1. Understand the challenge – Ability to understand a dynamic live challenge of an international transit shipment, as a challenge presents itself
2. Ability to assess options for meeting TDD deadlines – Display an ability to create solutions to maintain on time delivery of shipment
3. Communications to customer – Demonstrate the ability to communicate clearly to the customer, sharing relevant status updates
4. Understanding Documentation – Display the ability to complete road transport documentation

In international logistics and transport, freight forwarders routinely face unforeseen circumstances that demand rapid assessment and swift deployment of alternative solutions to meet customer expectations.

This module is designed to test Competitors' ability to respond effectively to unexpected, forced changes during an active road shipment travelling from the UK to Germany. Participants must react in real time to a carrier-reported incident while the delivery vehicle is on route, requiring immediate adjustments to planned resources and routing.

For this module, you are required to:

- Understand the potential impacts of reported incident
- Assess options for solutions and instruct carrier
- Display a good understanding of road transportation document (CMR)
- Communicate effectively with the customer

Task objectives

- Display fast alternative decision making to ensure on-time delivery of the shipment is not compromised and provide clear instructions/updates to the carrier to ensure the time lost due to incident is recovered
- Create a new CMR document using template
- Inform customer of the chosen recovery solutions which will align a successful delivery within the required TDD
    - Your recovery plan should be communicated cleary to your customer
    - You should consider providing key milestone status updates to your customer as shipment is in transit

You have three (3) hours to finalize all your tasks

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