worldskills

Technical Description

Logistics and Freight Forwarding

Skill 51

WorldSkills International, by a resolution of the Competitions Committee and in accordance with the Constitution, the Standing Orders, and the Competition Rules, has adopted the following minimum requirements for this skill for the WorldSkills Competition.

The Technical Description consists of the following:

1 Introduction

1.1 Name and description of the skill competition

1.1.1 The name of the skill competition is

Logistics and Freight Forwarding

1.1.2 Description of the associated work role(s) or occupation(s)

Logistics services are focused on international transportations and services. The Logistician / Freight Forwarder manages the movement of goods from one location to another on behalf of a customer. They generally do this on a commercial basis and within a strong legal and financial framework. The modes of transport may include road, rail, air or sea, or a combination of these. The Logistician/Freight Forwarder requires specific expertise to ensure that all necessary documentation conforms to the requirements of customs, insurance and the law (IATA Conventions, Maritime Law, ICC Codes, and any international regulations governing international transportation).

This work role may be part of a large or small logistics organization with the main purpose of moving freight on behalf of other organizations and individuals. It may also be situated within a national or international supply chain.

The work environment for the Logistician/Freight Forwarder is normally an office equipped with ITC services. The scope of the role will be determined by the size of the organization; generally, the larger the organization the more specialized the role will be. Specialist functions may also be outsourced or subcontracted to agents. However broad or narrow the role, its core is the preparation of quotations, the processing of orders and the calculation of costs and price. The Logistician/Freight Forwarder deals with written and telephone correspondence, sometimes using two or more languages, normally including English. They also prepare delivery notes and deal with complaints. In smaller, less compartmentalized organizations the Logistician/Freight Forwarder may also need to coordinate transport and warehousing. Increasingly this role operates in a paperless environment.

Although the Logistician/Freight Forwarder is individually responsible for the quality of their own work, since the movement of freight is a 24-hour operation, they have a mutual dependency on both other Freight Forwarders and also the broader quality of the organization’s procedures and systems. The Freight Forwarder is the customer-facing part of the organization, whose transactions lead to contracts which must be robust, cost-effective and encourage repeat business. The quality of the Logistician/ Freight Forwarder’s communication with the customer from initial enquiry through to safe delivery is vital. This is especially the case with customer complaints, which require a close knowledge of each stage of the agreed service and efficient problem solving within the given procedures.

The Logistician/ Freight Forwarder is dependent on each stage of the freight moving process working as intended. Therefore, their work will be affected by many human and non-human factors. Locally and nationally there are seasonal factors, including weather and major festivals and holidays, and also infrastructural factors. For international freight, the factors multiply, one of the greater complexities being customs. Depending on the place of the organization within the market for logistics and supply, some freight may require exceptional care, or urgency, or priority treatment. So, although the Logistician/Freight Forwarder works within tight procedures, they must

also be highly responsive to the large and small issues that impact on their role daily or occasionally.

Logistics and Freight forwarding is a growing sector; this is a long-term trend associated with globalization. Therefore, it is a very attractive area for employment. At the same time, the sector is very vulnerable to the disruptive impact of technology on a large and rapid scale as networks are integrated and robotics advance. A Logistician/Freight Forwarder who has the capacity to be both exact and responsive as required will be in a strong position to take advantage of this volatility and growth for the benefit of both commerce, society and environment.

1.1.3 Number of Competitors per team

Logistics and Freight Forwarding is a single Competitor skill competition.

1.1.4 Age limit of Competitors

The Competitors must not be older than 22 years in the year of the Competition.

1.2 The relevance and significance of this document

This document contains information about the standards required to compete in this skill competition, and the assessment principles, methods, and procedures that govern the competition.

Every Expert and Competitor must know and understand this Technical Description.

In the event of any conflict within the different languages of the Technical Descriptions, the English version takes precedence.

1.3 Associated documents

Since this Technical Description contains only skill-specific information it must be used in association with the following:

- WSI – Code of Ethics and Conduct
- WSI – Competition Rules
- WSI – WorldSkills Occupational Standards framework
- WSI – WorldSkills Assessment Strategy
- WSI online resources as indicated in this document
- WorldSkills Health, Safety, and Environment Policy and Regulations
- WorldSkills Standards and Assessment Guide (skill-specific)

2 The WorldSkills Occupational Standards (WSOS)

2.1 General notes on the WSOS

The WSOS specifies the knowledge, understanding, skills, and capabilities that underpin international best practice in technical and vocational performance. These are both specific to an occupational role and also transversal. Together they should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSOS).

The skill competition is intended to reflect international best practice as described by the WSOS, to the extent that it can. The Standard is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standard is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards. This is often referred to as the “weighting”. The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

Through the Test Project, the Marking Scheme will assess only those skills and capabilities that are set out in the WorldSkills Occupational Standards. They will reflect the Standards as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme will follow the allocation of marks within the Standards to the extent practically possible. A variation of up to five percent is allowed, if this does not distort the weightings assigned by the Standards.

2.2 WorldSkills Occupational Standards

Section		Relative importance (%)
1	**Work organization and management**	**10**
	The individual needs to know and understand: • The place of freight forwarding within industry and commerce • The place of freight forwarding within a range of organization types • The boundaries of freight forwarding roles • The impact of freight forwarding roles on those with adjacent roles and responsibilities • The impact on the role of 24-hour global operations • Human geography in terms of climate, time zones and infrastructure • The key risks impacting on the efficient movement of goods	

Section		Relative importance (%)
	• The hazards and risks to health and safety from the movement of goods • The need for sustainable solutions to the movement of goods • The obligations associated with the role to ◦ The business ◦ Colleagues ◦ Customers.	
	The individual shall be able to: • Manage the core functions of the role • Respond efficiently to the peaks and troughs of business • Solve or mitigate the consequences of issues that arise in the normal course of business • Maintain an efficient and secure workspace • Take account of the need for sustainable working and solutions • Maintain due process and accountability when under pressure • Respond efficiently to exceptional circumstances • Enable others to address and resolve issues within one's own area when personally unavailable.	
2	**Customer relations**	**25**
	The individual needs to know and understand: • The principles of behaviour when working with and for customers • The business's policy and position in relation to the type of customer and goods • The principles underlying marketing and advertising strategies and techniques • Cultural norms and expectations • The range of customers' preferred communication forms.	
	The individual shall be able to: • Use the framework of the law: • Communicate with the customer verbally • Communicate with the customer in writing • Maintain clarity both ways during interactions • Provide the customer with confidence and value for money within the available flexibilities • Prepare the customer for associated risks and uncertainty where these apply • Acquire new customers and business through visits, presentations and value-added services.	
3	**Business transactions**	**20**

Section		Relative importance (%)
	The individual needs to know and understand: • The general and specific options and procedures for the movement of goods including: ◦ Road ◦ Rail ◦ Air ◦ Sea • The geographic pre-requisites for optimal route planning • The industry-specific options for tracking and monitoring the movement of goods • The implications of customs and foreign trade legislation • The contents of sales agreements, other relevant contracts, and their uses in business • The legal framework for the handling or personal and sensitive data • The principles of insurance and their applications to the movement of goods • The basics of employment law • Revenues and expenses • Budget creation • The essential features of corporate taxes and duties • The advantages and disadvantages of different payment methods • The commercial and legal implications of different payment methods • The elements of an invoice • The procedures for payment transactions.	
	The individual shall be able to: • Make financial decisions based on an understanding of customer behaviour • Make cost-benefit calculations in order to recommend particular plans of action • Handle and safeguard personal and other sensitive data • Risk assess the implications of the agreements • With regard to insurance ◦ Assess insurance needs ◦ Take out insurance ◦ Make insurance claims based on loss or damage • Use the framework of the law to ◦ Initiate agreements ◦ Conclude agreements ◦ Fulfil agreements.	
4	**Costing and pricing**	**20**
	The individual needs to know and understand: • The principles and formal requirements of accounting	

Section		Relative importance (%)
	• How to analyse and allocate receipts • The purposes of forms for saving and financing • The principles and practices underlying national and international payment transactions • Methods for identifying, labelling and transporting sensitive, urgent and hazardous goods.	
	The individual shall be able to: • Make records of income and outgoings • Compare and assess banking services involving national and international transactions, taking their terms into account • Research the relevant toll systems and incorporate in cost benefit analyses • Calculate import charges • Calculate purchase costs, comparing rates and conditions • Make and justify qualitative and quantitative choices based on price/performance ratios • Carry out calculations on volume and price • Check calculations and generate invoices • Carry out trade costing including import and export calculations and cost accounting • Calculate prices and price discounts • Compare quotations • Identify and interpret industry-specific labelling and safety requirements for sensitive, urgent, and hazardous goods.	
5	**Information and communication technology**	**7**
	The individual needs to know and understand: • A range of standard software • In house software • In house protocols for the maintenance and safety of the business's networks • The use of ICT and AI (where appropriate) for the analysis and administration of customer needs and services • Safe working practice for the use of ICT • The use of ICT for marketing and PR purposes.	
	The individual shall be able to: • Maintain and upgrade IT skills to meet organizational needs and trends • Use IT in a safe, responsible, and appropriate manner • Use IT for all aspects of business transactions, including: ◦ Written communications ◦ Sourcing suppliers, obtaining quotations, orders ◦ Agreement, delivery notes ◦ Invoices ◦ Payments	

Section		Relative importance (%)
	• Maintain and upgrade AI skills (where appropriate) to meet organizational needs and trends • Ensure that information is easily accessible to authorized others according to need • Use ICT to win and sustain business, including through the design and delivery of presentations, feedback, and data.	
6	**Contingency management**	**8**
	The individual needs to know and understand: • The legal principles and their application to freight forwarding • The forms, protocols, and conditions that apply to formal agreements and negotiations within the sector • Impact on the distribution of risk between the exporter and importer • Risk, the assignment of costs, and the further consequences • The nature and causes of contractual irregularities • Principles, policies and procedures for quality assurance and control • Principles of reflection and review following errors and complaints • Continuous quality improvement strategies and methods • Emergency procedures • The impact of the movement of goods on the environment.	
	The individual shall be able to: • Research legal options for industry-specific problems in handling transactions • Deal with industry-specific problems in an appropriate manner • React appropriately to contractual irregularities • Explain and record the line of action taken • Respond to emergencies and critical incidents • Treat emergencies and critical incidents as a basis for quality development • Use continuous quality improvement methods within the immediate and wider work group • Incorporate environmental considerations in the decision-making process.	
7	**Sustainability**	**10**
	The individual need to understand: • The different facets of sustainability and how sustainability permeates the Logistics and Freight Forwarding industry • The business landscape propelling the case for sustainable supply chains • Life Cycle Analysis and sustainable materials • Carbon footprinting	

Section		Relative importance (%)
	• Supplier networks • Engaging with suppliers • Drivers and barriers for ethical and green sourcing. • Tools for ethical sourcing • Environmental impacts of freight transport. Modes of transport • Strategies to reduce the environmental impact of freight transport.	
	The individual shall be able to: • Take account of the concept of sustainability in a business context and how it is influencing Logistics and Freight Forwarding • Appraise contemporary debates on governance systems associated with global supply chains • Take account of the environmental impact of logistics activities as well as end of life management and reverse logistics • Evaluate the trade-offs and impacts of sustainable logistics decision making, taking into account economic, environmental and societal impacts.	
	Total	**100**

3 The Assessment Strategy and Specification

3.1 General guidance

Assessment is governed by the WorldSkills Assessment Strategy. The Strategy establishes the principles and techniques to which WorldSkills assessment and marking must conform.

Expert assessment practice lies at the heart of the WorldSkills Competition. For this reason, it is the subject of continuing professional development and scrutiny. The growth of expertise in assessment will inform the future use and direction of the main assessment instruments used by the WorldSkills Competition: the Marking Scheme, Test Project, and Competition Information System (CIS).

Assessment at the WorldSkills Competition falls into two broad types: Measurement and Judgement. For both types of assessment, the use of explicit benchmarks against which to assess each Aspect is essential to guarantee quality.

The Marking Scheme must follow the weightings within the Standards. The Test Project is the assessment vehicle for the skill competition, and therefore also follows the Standards. The CIS enables the timely and accurate recording of marks; its capacity for scrutiny, support, and feedback is continuously expanding.

The Marking Scheme, in outline, will lead the process of Test Project design. After this, the Marking Scheme and Test Project will be designed, developed, and verified through an iterative process, to ensure that both together optimize their relationship with the Standards and the Assessment Strategy. They will be agreed by the Experts and submitted to WSI for approval together, to demonstrate their quality and conformity with the Standards.

Prior to submission for approval to WSI, the Marking Scheme and Test Project will liaise with the WSI Skill Advisors for quality assurance and to benefit from the capabilities of the CIS.

4 Assessment Design and Practice

4.1 General guidance

This section describes the role and place of the Marking Scheme, how the Experts will assess Competitors' work as demonstrated through the Test Project, and the procedures and requirements for marking.

The Marking Scheme is the pivotal instrument of the WorldSkills Competition, in that it ties assessment to the standard that represents each skill competition, which itself represents a global occupation. It is designed to allocate marks for each assessed aspect of performance in accordance with the weightings in the Standards.

By reflecting the weightings in the Standards, the Marking Scheme establishes the parameters for the design of the Test Project. Depending on the nature of the skill competition and its assessment needs, it may initially be appropriate to develop the Marking Scheme in more detail as a guide for Test Project design. Alternatively, initial Test Project design can be based on the outline Marking Scheme. From this point onwards the Marking Scheme and Test Project should be developed together.

Section 2.1 above indicates the extent to which the Marking Scheme and Test Project may diverge from the weightings given in the Standards, if there is no practicable alternative.

For integrity and fairness, the Marking Scheme and Test Project are increasingly designed and developed by one or more Independent Test Project Designer(s) with relevant expertise. In these instances, the Marking Scheme and Test Project are unseen by Experts until immediately before the start of the skill competition, or competition module. Where the detailed and final Marking Scheme and Test Project are designed by Experts, they must be approved by the whole Expert group prior to submission for independent validation and quality assurance. Please see the Competition Rules for further details.

Experts and Independent Test Project Designers are required to submit their Marking Schemes and Test Projects for review, verification, and validation well in advance of completion. They are also expected to work with their Skill Advisor, reviewers, and verifiers, throughout the design and development process, for quality assurance and in order to take full advantage of the CIS's features.

In all cases a draft Marking Scheme must be entered into the CIS at least eight weeks prior to the Competition. Skill Advisors actively facilitate this process.

4.2 Assessment Criteria

The main headings of the Marking Scheme are the Assessment Criteria. These headings are derived before, or in conjunction with, the Test Project. In some skill competitions the Assessment Criteria may be similar to the section headings in the Standards; in others they may be different. There will normally be between five and nine Assessment Criteria. Whether or not the headings match, the Marking Scheme as a whole must reflect the weightings in the Standards.

Assessment Criteria are created by the person or people developing the Marking Scheme, who are free to define the Criteria that they consider most suited to the assessment and marking of the Test Project. Each Assessment Criterion is defined by a letter (A-I). **The Assessment Criteria, the allocation of marks, and the assessment methods, should not be set out within this Technical Description. This is because the Criteria, allocation of marks, and assessment**

methods all depend on the nature of the Marking Scheme and Test Project, which is decided after this Technical Description is published.

The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria and Sub Criteria.

The marks allocated to each Criterion will be calculated by the CIS. These will be the cumulative sum of marks given to each Aspect within that Assessment Criterion.

4.3 Sub Criteria

Each Assessment Criterion is divided into one or more Sub Criteria. Each Sub Criterion becomes the heading for a WorldSkills marking form. Each marking form (Sub Criterion) contains Aspects to be assessed and marked by Measurement or Judgement, or both Measurement and Judgement.

Each marking form (Sub Criterion) specifies both the day on which it will be marked, and the identity of the marking team.

4.4 Aspects

Each Aspect defines, in detail, a single item to be assessed and marked, together with the marks, and detailed descriptors or instructions as a guide to marking. Each Aspect is assessed either by Measurement or by Judgement.

The marking form lists, in detail, every Aspect to be marked together with the mark allocated to it. The sum of the marks allocated to each Aspect must fall within the range of marks specified for that section of the Standards. This will be displayed in the Mark Allocation Table of the CIS, in the following format, when the Marking Scheme is reviewed from C-8 weeks. (Section 4.1 refers.)

		CRITERIA								TOTAL MARKS PER SECTION	WSSS MARKS PER SECTION	VARIANCE
		A	B	C	D	E	F	G	H			
STANDARDS SPECIFICATION SECTION	1	5.00								5.00	5.00	0.00
	2		2.00					7.50		9.50	10.00	0.50
	3								11.00	11.00	10.00	1.00
	4			5.00						5.00	5.00	0.00
	5				10.00	10.00	10.00			30.00	30.00	0.00
	6		8.00	5.00				2.50	9.00	24.50	25.00	0.50
	7			10.00				5.00		15.00	15.00	0.00
TOTAL MARKS		5.00	10.00	20.00	10.00	10.00	10.00	15.00	20.00	100.00	100.00	2.00

4.5 Assessment and marking

There is to be one marking team for each Sub Criterion, whether it is assessed and marked by Judgement, Measurement, or both. The same marking team must assess and mark all Competitors. Where this is impracticable (for example where an action must be done by every Competitor simultaneously, and must be observed doing so), a second tier of assessment and marking will be put in place, with the approval of the Competitions Committee Management Team. The marking teams must be organized to ensure that there is no compatriot marking in any circumstances. (Section 4.6 refers.)

4.6 Assessment and marking using Judgement

Judgement uses a scale of 0-3. To apply the scale with rigour and consistency, Judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts, or separate guidance notes). This is documented in the Standards and Assessment Guide.
- the 0-3 scale to indicate:
  - 0: performance below industry standard
  - 1: performance meets industry standard
  - 2: performance meets and, in specific respects, exceeds industry standard
  - 3: performance wholly exceeds industry standard and is judged as excellent

Three Experts will judge each Aspect, normally simultaneously, and record their scores. A fourth Expert coordinates and supervises the scoring, and checks their validity. They also act as a judge when required to prevent compatriot marking.

4.7 Assessment and marking using Measurement

Normally three Experts will be used to assess each Aspect, with a fourth Expert supervising. In some circumstances the team may organize itself as two pairs, for dual marking. Unless otherwise stated, only the maximum mark or zero will be awarded. Where they are used, the benchmarks for awarding partial marks will be clearly defined within the Aspect. To avoid errors in calculation or transmission, the CIS provides a large number of automated calculation options, the use of which is mandated.

4.8 The use of Measurement and Judgement

Decisions regarding the choice of criteria and assessment methods will be made during the design of the competition through the Marking Scheme and Test Project.

4.9 Skill assessment strategy and procedures

WorldSkills is committed to continuous improvement including reviewing past limitations and building on good practice. The following skill assessment strategy and procedures for this skill competition take this into account and explain how the marking process will be managed.

Marking Teams are formed in accordance with the Competition Rules.

The Assessment Criteria developed by the Independent Test Project Designer is to be clear concise Aspects which specify the basis on which each mark is awarded.

- Measurement marking is used where performance can be measured either as yes/no or on a numerical scale associated with measurable items.
- Judgement marking is used for the assessment of quality, in which case that assessment is specifically benchmarked to industry expectations specified directly or through proxies such as clients.
- Both measurement marking and judgement marking required.
- Assessment will cover both processes and outcomes.
- Assessment based on presentations, amounting to no more than 25% of the marks, is based on
  - Numbers and graphical information

- The use of a restrictive English vocabulary that is the universal operating language for this occupation.

All scenarios and role play must be recorded for assessment on a WorldSkills phone or device

5 The Test Project

5.1 General notes

Sections 3 and 4 govern the development of the Test Project. These notes are supplementary.

Whether it is a single entity, or a series of stand-alone or connected modules, the Test Project will enable the assessment of the applied knowledge, skills, and behaviours set out in each section of the WSOS.

The purpose of the Test Project is to provide full, balanced, and authentic opportunities for assessment and marking across the Standards, in conjunction with the Marking Scheme. The relationship between the Test Project, Marking Scheme, and Standards will be a key indicator of quality, as will be its relationship with actual work performance.

The Test Project will not cover areas outside the Standards or affect the balance of marks within the Standards other than in the circumstances indicated by Section 2. This Technical Description will note any issues that affect the Test Project's capacity to support the full range of assessment relative to the Standards. Section 2.1 refers.

The Test Project will enable knowledge and understanding to be assessed solely through their applications within practical work. The Test Project will not assess knowledge of WorldSkills rules and regulations.

Most Test Projects and Marking Schemes are now designed and developed independently of the Experts. They are designed and developed either by the Skill Competition Manager, or an Independent Test Project Designer, normally from C-12 months. They are subject to independent review, verification, and validation. (Section 4.1 refers.)

The information provided below will be subject to what is known at the time of completing this Technical Description, and the requirement for confidentiality.

Please refer to the current version of the Competition Rules for further details.

5.2 Format/structure of the Test Project

The Test Project is a series of five (5) to seven (7) separately assessed modules.

5.3 Test Project design requirements

Test Projects should reflect the purposes, structures, processes, and outcomes of the occupational role they are based on. They should aim to be a small-scale version of that role. Before focusing on practicalities, SMTs should show how the Test Project design will provide full, balanced, and authentic opportunities for assessment and marking across the Standards, as set out in Section 5.1.

The following format/structure will apply:

Over 15-22 hours, Competitors will compete within a simulated logistics environment. The competition will comprise:

- a series of tasks that reflect the core role of the freight forwarder, timed to reflect the peaks and flows of activity in the sector for this work role;
- an overlay of issues and problems that are common to the environment and the work role:
  - e.g. a complaint; adverse weather; a brief power outage;

- a small number of critical incidents affecting the work role: primarily urgent and/or highly sensitive assignments.

If no Independent Test Project Designer is available, the Test Project and Marking Scheme will be designed by Skill Competition Manager. All Experts can send their ideas for modules to the Skill Competition Manager by C-9 months. The final decision about the Test Project will be made by the Skill Competition Manager considering that all parts of the Technical Description are met.

As Logistics and Freight Forwarders are acting in a worldwide business scope, all correspondence (Test Project, all documents, presentation – by word or spoken) shall be done in English. No translation into Competitor's preferred language will be allowed.

The Test Project will consist of daily activities of a Logistics and Freight Forwarder specialist very close to real industry environment and recognized on common globally accepted standards. Test Project will be modular and/or not-modular (hybrid).

Within the framework set out in Sections 4.7 and 5.2, the Test Project assessment and marking must be completed daily on C1, C2, C3, and C4.

The Test Project introduction will take place on C1 30 minutes prior to the competition starts and will not contain full visualization of the result necessary to achieve fulfilling any tasks given within the Test Project throughout the Competition days. As the Competition in its limits will simulate close to the real logistics environment – Competitors will only receive very basic information on the first day, which will mostly be helping and\or leading them on how technically to complete the tasks (such as, but not limited to: email addresses, how to create a correct subject, templates etc) and a very basic (high level) introduction on what the Competitors are doing when working with the Test Project.

Apart from the information given in this Technical Description, other information relating to the Marking Scheme and Test Project are provided in a way that simulates the Logistics and Freight Forwarder's work environment.

5.4 Test Project coordination and development

The Test Project MUST be submitted using the templates provided by WorldSkills International (www.worldskills.org/expertcentre). Use the Word template for text documents and DWG template for drawings.

5.4.1 Test Project coordination (preparation for Competition)

Coordination of the Test Project/modules will be undertaken by the Skill Competition Manager.

5.4.2 Who develops the Test Project/modules

The Test Project/modules are developed by an Independent Test Project Designer (ITPD) in collaboration with the Skill Competition Manager.

5.4.3 When is the Test Project developed

The Test Project/modules are developed according to the following timeline:

Time	Action
Fifteen (15) months prior to the Competition	The ITPD is identified and a Confidentiality Agreement between WSI and the ITPD is organized.
Two (2) months prior to the current Competition	The Test Project documents are sent to the WorldSkills International Skills Competitions Administration Manager.

Time	Action
At the Competition at the beginning of each module	The Test Project/modules are presented to Experts and Competitors.

5.5 Test Project initial review and verification

The purpose of a Test Project is to create a challenge for Competitors which authentically represents working life for an outstanding practitioner in an identified occupation. By doing this, the Test Project will apply the Marking Scheme and fully represent the WSOS. In this way it is unique in its context, purpose, activities, and expectations.

To support Test Project design and development, a rigorous quality assurance and design process is in place (Competition Rules sections 10.6-10.7 refer.) Once approved by WorldSkills, the Independent Test Project Designer (ITPD) is expected to identify one or more independent expert(s), and trusted individuals initially to review the Independent Test Project Designer's ideas and plans, and subsequently to verify the Test Project, prior to validation.

A Skill Advisor will ensure and coordinate this arrangement, to guarantee the timeliness and thoroughness of both initial review, and verification, based on the risk analysis that underpins Section 10.7 of the Competition Rules.

5.6 Test Project validation

The Skill Competition Manager coordinates the validation of the Test Project/modules and will ensure that it can be completed within the material, equipment, knowledge, and time constraints of Competitors.

5.7 Test Project circulation

The Test Project/modules are not circulated prior to the Competition. The Test Project/modules are presented to Experts and Competitors at the beginning of each module.

5.8 Test Project change

Due to the Test Project being developed by an Independent Test Project Designer (ITPD), there is no change required to be made to the Test Project/modules at the Competition. Exceptions are amendments to technical errors in the Test Project documents and according to infrastructure limitations.

5.9 Test Project translation and use of Interpreters

This skill competition has adopted an English-only policy for Competitors to complete the Test Project as this is the standard for the occupation and/or industry worldwide.

The Test Project documentation and the Mark Summary Form may be translated into the language of the Competitors' choice, however, it is the Member's responsibility to translate the Test Project documents, either by a compatriot Interpreter or by the Expert. Refer to the Skill Management Plan for time allocation for translation.

The following applies:

- Experts may have Interpreters for meetings
- Assessment is conducted in English-only
- Test Project and the Mark Summary Form documents may be translated
- Interpreters may be present during the Test Project briefing for Competitors
- Interpreters are allowed to be used for communication as per **Competition Rule 6.13.**
- Documents to be completed by Competitors as part of completing the Test Project shall be produced in English and not translated.
- The quality of written and spoken English cannot be assessed – only the technical/skill specific content.

6 Skill management and communication

6.1 Discussion Forum

Prior to the Competition, all discussion, communication, collaboration, and decision making regarding the skill competition must take place on the WorldSkills skill-specific Discussion Forum. (http://forums.worldskills.org). Skill related decisions and communication are only valid if they take place on the WorldSkills Discussion Forum. The Chief Expert (or an Expert Lead appointed by the Skill Management Team) will be the moderator for this Discussion Forum. Refer to the Competition Rules for the timeline of communication and competition development requirements.

6.2 Competitor information

All information for registered Competitors is available from the Competitor Centre (www.worldskills.org/competitorcentre).

This information includes:

- Competition Rules
- Technical Descriptions
- Mark Summary Form (where applicable)
- Test Projects (where applicable)
- Infrastructure List
- WorldSkills Health, Safety, and Environment Policy and Regulations
- Other Competition-related information

6.3 Test Projects and Marking Schemes

Circulated Test Projects will be available from www.worldskills.org/testprojects and the Competitor Centre (www.worldskills.org/competitorcentre).

6.4 Day-to-day management

The day-to-day management of the skill competition during the Competition is defined in the Skill Management Plan that is created by the Skill Management Team. The Skill Management Team comprises the Skill Competition Manager, Chief Expert, and the Expert Leads. The Skill Management Plan is progressively developed in the six (6) months prior to the Competition and finalized at the Competition. The Skill Management Plan can be viewed in the Expert Centre (www.worldskills.org/expertcentre).

6.5 General best practice procedures

General best practice procedures clearly delineate the difference between what is a best practice procedure and skill-specific rules (section 9). General best practice procedures are those where Experts and Competitors CANNOT be held accountable as a breach to the Competition Rules or skill-specific rules which would have a penalty applied as part of the Issue and Dispute Resolution procedure including the Code of Ethics and Conduct Penalty System. In some cases, general best practice procedures for Competitors may be reflected in the Marking Scheme.

Topic/task	Best practice procedure
Equipment failure	In the occurrence of equipment failure Competitors must notify Experts immediately by raising their hand. Experts will take note of the time that the Competitor is not able to make use of their equipment. Any time lost due to equipment failure is provided to the Competitor at the end of the standard Module time. No additional time is granted for work not saved prior to the equipment failure.
Meetings, calls, and presentation	All scenarios and role play must be recorded for assessment.

7 Skill-specific safety requirements

7.1 Personal Protective Equipment

Refer to WorldSkills Safety Policy and Regulations for Host country or region regulations.

Task	Sturdy shoes with closed toe and no heel
General PPE for safe areas	√

8 Materials and equipment

8.1 Infrastructure List

The Infrastructure List details all equipment, materials, and facilities provided by the Competition Organizer.

The Infrastructure List is available at www.worldskills.org/infrastructure.

The Infrastructure List specifies the items and quantities requested by the Skill Management Team for the next Competition. The Competition Organizer will progressively update the Infrastructure List specifying the actual quantity, type, brand, and model of the items. Note that in some cases details of specific materials and/or manufacturer specifications may remain secret and will not be released prior to the Competition. These items may include those for fault finding modules or modules not circulated.

At each Competition, the Skill Management Team must review and update the Infrastructure List in preparation for the next Competition. The Skill Competition Manager must advise the Director of Skills Competitions of any increases in space and/or equipment.

At each Competition, the Technical Observer must audit the Infrastructure List that was used at that Competition for the upcoming WorldSkills Competition.

The Infrastructure List does not include items that Competitors and/or Experts are required to bring and items that Competitors are not allowed to bring – they are specified below.

8.2 Material or manufacturer specifications

Specific material and/or manufacturer specifications required to allow the Competitor to complete the Test Project will be supplied by the Competition Organizer and are available from www.worldskills.org/infrastructure located in the Expert Centre. However, note that in some cases details of specific materials and/or manufacturer specifications may remain secret and will not be released prior to the Competition. These items may include those for fault finding modules or modules not circulated.

8.3 Competitors toolbox

Competitors are not allowed to send a toolbox to the Competition. All tools are provided by the Competition Organizer.

8.4 Materials, equipment, and tools supplied by Competitors

It is not applicable for Competitors to bring materials, equipment, and tools to the Competition.

However, Competitors are required to supply their own Personal Protective Equipment as specified in section 7 skill-specific safety requirements.

8.5 Materials, equipment, and tools supplied by Experts

Experts are required to supply their own Personal Protective Equipment as specified in section 7 skill-specific safety requirements.

Experts are responsible that Interpreters bring their own PPE.

8.6 Materials and equipment prohibited in the skill area

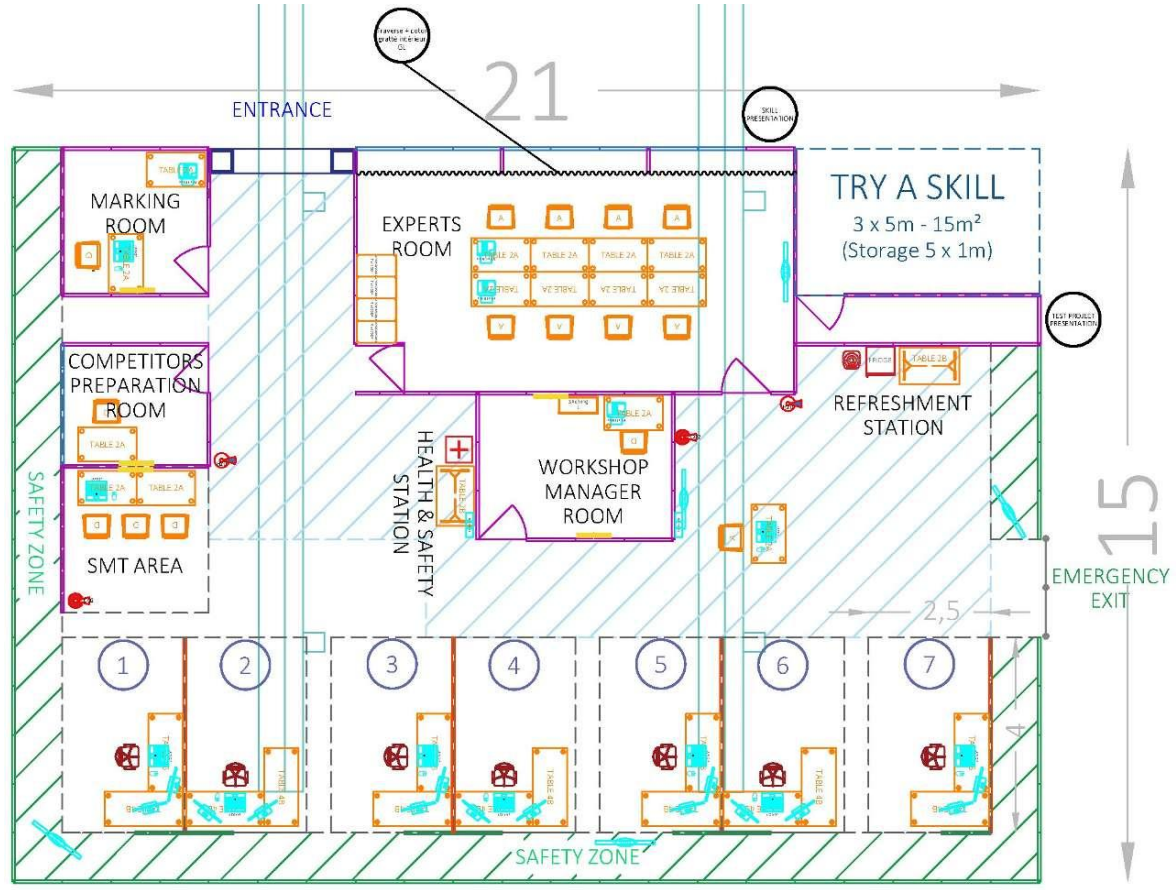
Competitors and Experts are prohibited to bring any materials or equipment not listed in section 8.3 and section 8.4.

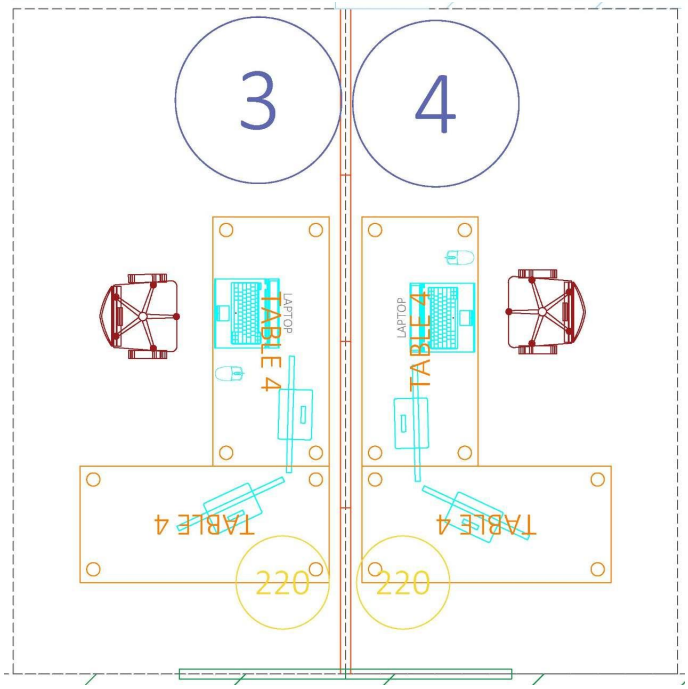
Prohibited materials and equipment are decided by the Experts on the WorldSkills Discussion Forum latest one (1) month prior to the Competition.

8.7 Proposed workshop and workstation layouts

Workshop layouts from previous competitions are available at www.worldskills.org/sitelayout.

Example workshop layout





9 Skill-specific rules

9.1 General notes

Skill-specific rules cannot contradict or take priority over the Competition Rules. They do provide specific details and clarity in areas that may vary from skill competition to skill competition. This includes but is not limited to personal IT equipment, data storage devices, Internet access, procedures and workflow, and documentation management and distribution. Breaches of these rules will be solved according to the Issue and Dispute Resolution procedure including the Code of Ethics and Conduct Penalty System.

9.2 Skill-specific rules

Topic/task	Skill-specific rule
Use of technology – USB, memory sticks	• Chief Expert, Competitors, and Experts, must not bring any form of digital storage (ram/hard drive) into the workshop. If these devices are brought into the workshop they must be locked in the personal locker and can only be removed at the end of the day and at lunchtime. • The Skill Competition Manager is exempt from this rule.
Use of technology – personal laptops, tablets, and mobile phones	• Skill Competition Manager, Chief Expert, Competitors and Experts, are not allowed to use personal laptops, tablets, mobile phones and smart devices (including but not limited to smart watches) • If these devices are brought into the workshop they must be locked in the personal locker and can only be removed at the end of the day and at lunchtime.
Use of technology – personal photo and video taking devices	• Skill Competition Manager, Chief Expert, Competitors and Experts, are allowed to use personal photo and video taking devices in the workshop at the conclusion of the competition only on C4.
Drawings, recording information	• Skill Competition Manager, Chief Expert, Experts and Competitors are not permitted to bring notes into the workshop under any circumstances. All notes made at the Competitor workstation must remain on the Competitor's desk at all times. No notes may be taken outside of the workshop until the competition has concluded on C4.
Use of Internet	• Skill Competition Manager, Chief Expert, Experts and Competitors are not allowed to access the following on the Competitions Organizer provided computers: Personal email. • Any email except mentioned in the Test Project. • Calls to any person except mentioned in the Test Project.

10 Expert knowledge and experience

10.1 Requirements

Experts appointed for this skill competition must have the following knowledge and experience for the appropriate occupation or work role as documented in **section 1.1.2**.

This section is currently under development for WSC2026.

11 Visitor and media engagement

11.1 Engagement methods

Following is a list of possible ways to maximize visitor and media engagement:

- The series of tasks will not have immediate impact for visitors; however, as the core of the work role they are likely to account for around 50% of the available marks.
- The overlay of issues and problems will not be known in advance by Competitors. A number of them will have visitor impact because they are interactive (using actors etc.) and carry an element of surprise.
- Each of the critical incidents will have major impact because they are time-critical; involve actors and engage with universally understood issues. It is possible to use old news flashes for these.

12 Sustainability

12.1 Sustainable practices

This skill competition will focus on the sustainable practices below:

The Competition should be independently designed by personnel within the industry who are aware of sustainability and environmental factors and the application of reduction targets to the sector. At least one of the minor incidents and one of the major incidents will have environmental themes.

It is preferable to use personnel from the sector who are comfortable with role play, in order to provide the incidents with the necessary authenticity. This should also have a cost saving.

13 References for industry consultation

13.1 General notes

WorldSkills is committed to ensuring that the WorldSkills Occupational Standards fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Occupational Standards on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (http://www.ilo.org/public/english/bureau/stat/isco/isco08/)
- ESCO: (https://ec.europa.eu/esco/portal/home)
- O*NET OnLine (www.onetonline.org/)

13.2 References

This WSOS (Section 2) appears to relate most closely to Freight Forwarders:
https://www.onetonline.org/link/summary/43-5011.01

and is a junior version of Forwarding Manager:
http://data.europa.eu/esco/occupation/39803100-c338-4f01-ad2c-085d488920ca

These links can also be used to explore adjacent occupations.

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The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Occupational Standards in place for WorldSkills Shanghai 2026.

Organization	Contact name
Amazon Web Services	Adrian Byrne, EMEA Transportation and logistics manager
Logwin Air + Ocean Singapore Pte Ltd	Jimmy Ler, Managing Director
TG Projects e Logística Ltda	Thiago Rodrigues Gonçalves, CEO

14 Appendix

14.1 Appendix information

Not applicable.