

BIFA Training Services



Training for the Future with BIFA

BIFA believes that training is an investment – that is why it has invested time and effort into developing a package of first-class training courses and material, presented by top quality, highly experienced trainers. Members and non-Members can invest in their staff by enrolling them on training courses and reap the rewards for years to come with increased competence, improved customer service and heightened levels of staff productivity.

Why Train?

Business success depends directly on the skills, knowledge and demeanour of staff. Highly-trained personnel are also more likely to be well motivated, with high levels of morale and engagement that translate into better retention rates and levels of service and customer-facing skills.

BIFA understands the demands of business and the difficulty there can be in releasing staff for training sessions. For this reason, it has tailored its courses to suit the busy, modern freight forwarder's business. Courses are concise and to the point, and offered at a range of different levels to allow progression. They are delivered by industry professionals with hands-on experience.

As many BIFA Members are Small and Medium Enterprises (SMEs), BIFA strives to keep course fees at a cost-effective level, and Members of the Association are offered preferential Member rates with 30 days' credit. Courses are scheduled for a range of dates and are held at a choice of convenient regional locations, including at BIFA's headquarters in Feltham, near Heathrow airport.

Range of Courses

BIFA works with external organisations to provide a range of significant and useful vocational courses dealing with the modern freight industry. These include:

- Aviation Security
- Dangerous Goods by air, sea and road; radioactive materials by air; Dangerous Goods Safety Advisor (DGSA)
- Customs Procedures
- Freight Forwarding and International Trade e.g. letters of credit; imports for beginners.

As well as the wide range of topics covered by its scheduled training courses, BIFA offers a range of solutions through which training can be delivered so that Members and non-Members can choose the one which best suits their particular needs, such as in-house courses, and tailored training packages.

Scheduled courses are held at BIFA's Feltham headquarters, and other regular locations include: Manchester, Bristol, Birmingham, Hull, Belfast, Southampton, Tilbury, Glasgow, Leeds/Bradford, Newport, Bournemouth and Gatwick, although not all courses are held at every location.

BIFA offers a mix of courses accredited by the Department for Transport (DfT) as well as nationally recognised Business and Technology Education Council (BTEC) qualifications in freight forwarding.

DfT Accredited Courses

Continuously updated, BIFA's Aviation Security programme is fully accredited by the DfT and follows the criteria of the Aviation Security (Air Cargo Agents) Regulations 1993.

Courses range from Level A to Level G (excluding Level C), X-Ray Operator, and the National X-Ray Competency Test for Cargo Screeners (NXCT).



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BTEC Courses

BIFA currently offers three awards accredited by BTEC:

- **BTEC Intermediate Award in Multimodal International Freight Procedures**

This course is an intermediate level course covering sea, air, road and rail movements along with global logistics and international trade.

- **BTEC Intermediate Award in Customs Export and Import Procedures**

This course will enable candidates to ensure accuracy of Customs declarations and assist customers in choosing the most appropriate Customs regime for their business.

- **BTEC Intermediate Award in Customs Import Entry and Procedures**

This course is an intermediate level course concentrating on procedures for import Customs entry and regimes.

Each award requires a total study period of 60 hours and involves five days of classroom study combined with directed self-study under the control of local management, and supported by BIFA tutors. On successful completion, candidates will receive two certificates – the BTEC Award certificate, and a BIFA certificate graded into a Pass, Merit or Distinction.

Distance-Learning

BIFA offers a comprehensive Distance-Learning Course, entitled 'Understanding the BIFA Standard Trading Conditions, Cargo Insurance and Contracts' which is delivered online. The course covers the three following main subject areas:

- Basic Contracts for Transport and Trade
- Insurance and Claims Management
- Know your Standard Trading Conditions.

When study is complete, candidates have the option of taking a test assignment leading to course certification.

Other BIFA Courses

BIFA also provides a series of courses that aim to tackle issues of customer-facing activity, and health and safety regulation as it applies to freight forwarders. These are geared for staff that come into direct contact with customers, or who have health and safety responsibility in their company.

These include:

- Customer Service for the Freight Industry
- Health and Safety Overview for Freight Industry Managers
- First Aid

A BIFA training course schedule is published annually. Details can be found on the BIFA website.

To arrange an in-house course or tailored training package, please contact BIFA directly to discuss your requirements.



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