Diploma in International Freight Management

WHAT THE PROGRAMME COVERS

**IFM 101 INTERNATIONAL TRADE MANAGEMENT**
- Incoterms
- Major Trade Product in International Trade
- Overview on Types of Payment Methods
- Documentary Collection D/A & D/P
- L/C Workflow & Functions
- Interpretation of L/C Terms & Conditions
- L/C Negotiation & Handling Discrepant Documents
- Various Types of L/C, Their Uses & Risks
- Transport Documents & Other Documents Used in International Trade
- Preparation of Documents According to L/C Requirements
- Overview of Shipping Declaration & Their Related Documentation

**IFM 102 AIR FREIGHT FORWARDING OPERATIONS**
- Industry Regulators & Associations
- Document of Affreightment—Air Waybill
- The Air Cargo Agency, Airlines & Ground Handling
- Use of Guide Books
- World Geography
- Dangerous Goods & Security
- Air Cargo Import, Export, Transshipment
- Conditions of Contract
- Air Cargo Rates & Charges
- Aircraft, Aircraft Unit Load Devices, BUP
- Air Cargo Claims Handling

**IFM 103 SEA FREIGHT FORWARDING OPERATIONS**
- Transport Geography
- Vessels & Containers Specifications
- Cargo Gears for Vessel & Warehouse Operations
- Shipping Documentation
- Role of Carriers & Ports
- Freight Conferences & Freight Tariff Systems
- Freight Quotations & Job-Costing
- Cargo Packing & Damage
- International Conventions for Transportation of Goods
- Dangerous Goods

**IFM 104 MULTIMODAL TRANSPORT**
- Types of Multimodal
- Multimodal Documents
- Plan & Execute an Export & Import Shipment
- Project Transportation
- Alternative Transport Solutions
- ASEAN Framework for MT
- Household Removals
- Safety & Security

**IFM 105 CUSTOMER SERVICE & RELATIONSHIP MANAGEMENT IN LOGISTICS**
- What is Customer Servicing in the Logistics Industry
- Principles of Quality Customer Service & How to Deliver Them
- Marketing & Logistics Operations Interface
- Customer Service Performance Metrics
- Development of Customer Service Programme
- One-Stop Customer Service
- Concept of Customer Relationship Management

**IFM 106 LEGAL ISSUES IN FREIGHT MANAGEMENT**
- Legal Framework of MTD
- Carriage of Goods by Sea
- Application—Carriage of Goods by Sea
- Introduction to Insurance & Its Practices
- Cargo Policy Coverage
- Cargo Claims
- Carriage of Goods by Air
- Remedies & Enforcement
- Forwarders’ Liability Claims
- Handling Liability Claims

**IFM 601 BASIC MANAGEMENT**
- Managing & Manager
- Basic Management Functions
- Coaching, Problem Solving & Decision Making
- Communication & Leadership
- Organisation Structure & Recruitment
- Performance Appraisal
- Managing Conflict
- Managing Creativity & Innovation
- Managing Group, Managing Effective Meeting

CAREER OPPORTUNITIES
TIA graduates from this programme can typically expect good employment/career prospects across the industry, particularly from SLA member companies which regularly look for talents with competencies in international trade, airfreight & seafreight operations, multimodal transport solutions, customer & relationship building, legal & transportation insurance, amongst other skill sets, to join them as Import/Export Manager/Executives, Project Freight Leaders, Sales Executives/Coordinators, Customer Service Manager/Coordinators, Airfreight/Oceanfreight Executives, etc.

COURSE FEE & FUNDING SCHEMES
Please refer to www.tia.edu.sg or www.sla.org.sg for details.

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