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Irish International  
Freight Association

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# Irish International Freight Association

## Education & Training Policy

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# 1. Introduction

The IIFA FIATA Diploma in Freight Forwarding is an internationally recognised qualification. FIATA, the International Federation of Freight Forwarders' Associations, based in Geneva, Switzerland, set the global minimum standards for the FIATA Diploma in Freight Forwarding programmes. IIFA, in collaboration with FIATA, have developed an Irish version of this programme with localised content, which meets the minimum global industry knowledge standards set by FIATA. FIATA have authorised IIFA to deliver and award FIATA Diplomas in FIATA's name, within the territory of the Republic of Ireland.

The IIFA FIATA Diploma is delivered across 10 modules of 3 – 4 weeks duration each. Participants will have their learning assessed on a continuous basis, through online multiple-choice tests, practical assignments and a final written examination. The grading for this programme is as follows:

- 40% - represents the combined total of monthly practical assignments and online multiple-choice tests
- 60% - represents the result of the Final, written examination

Successful Participants who satisfy the assessment requirements set by IIFA will be awarded a FIATA Diploma certificate from FIATA. Within Ireland, there will be 4 levels of Award for the Diploma:

- Distinction – 81% - 100%
- Merit – 66% - 80%
- Pass – 50% - 65%
- Fail 0% – 49%

Please note that FIATA Diploma certificates will not feature these Award levels.

This document comprises the rules and regulations governing participation with the Irish version of the IIFA FIATA Diploma in Freight Forwarding, including:

- Assessments
- Minimum Assessment Requirements + Failure Scenarios
- Plagiarism
- Appeals
- Disability
- Copyright of the Training Materials and Resources
- Data Protection
- Publication of Graduate Names
- Authorised materials



## 2. Assessments

Participants are continuously assessed through monthly practical assignments, online multiple-choice tests and a final written examination.

### 2.1 Monthly Module Assignments

Each monthly assignment must be entirely composed of a Participant's own original work. Training manuals and webinars may be and are expected to be used as support by Participants when completing these assignments. Participants should not submit work completed on their behalf by another party or through utilisation of materials from previous FIATA Diploma Graduates.

### 2.2 Online Multiple-Choice Tests

Online multiple-choice tests will be available at set times, 6pm – 8pm on dates indicated in advance. Participants will have 30 minutes within that window to undertake their online test. Online tests close at 8pm, which means that online tests commenced at 7:45pm will have only 15 minutes for completion.

Online multiple-choice tests will have questions randomised from a pool of available questions larger in number than the questions available within each multiple-choice test (50). While available remotely and randomised in the manner stated above, Participants are required to undertake these multiple-choice tests independently and may not work with others when completing their online multiple-choice tests.

### 2.3 Final Written Exam

Upon completion of the final online multiple-choice test, there will be a 3 – 4 week study period before the date of the Final Written Examination. The Final Written Exam will comprise multiple sections, based on the modules studied throughout the course. There will be no multiple-choice questions as part of the final Exam. Questions within the Final Exam will be closer in alignment to the Monthly Module Assignments. Examination papers from previous year Groups will not be made available as study aids. Participants will be required to achieve a minimum grade of 50% with the Final Exam paper in order to obtain the FIATA Diploma in Freight Forwarding.

#### 2.3.1 Exams

Examinations for the FIATA Diploma take place each year in June. Where necessary, a repeat exam will be provided in the following August. The repeat exam offers a maximum grade of 50%, meaning that the overall award that can be obtained is a PASS.

#### 2.3.2 Deferring Exams

In exceptional circumstances, a student may submit an application to defer their examination until the following year.

## 2.4 Time Limits

Deadlines and cut-off dates will be advised in advance to Participants.

Assignments are due by midday the day before the set online Multiple-Choice test for an active Module. Participants will be given two weeks for completion of assignments and no late assignments will be accepted.

Online tests are open for the duration of the window highlighted above (6pm – 8pm). Online multiple-choice tests will not be re-opened once they have closed on the date specified.

IIFA respects that Participants can encounter unforeseen and genuine difficulties during their long period of study. Should any Participant experience such circumstances, please engage with the Association Course Providers in a timely manner so that they can arrange for and provide the appropriate supports. It may be possible to re-schedule online tests in certain circumstances but it will not be possible to extend deadlines for assignments.

The Association will contact Participants throughout the course where necessary in connection with timely submission and completion of work. Participants who do not return two consecutive assignments / do not complete two consecutive online tests and who do not respond to e-mails or telephone calls from the Association will be deemed to be no longer Participants of the course.



## 3. Authorised Materials

Participants will need access to and working knowledge of a personal computer/ laptop and internet access. IIFA's Moodle site, study aids and assignments will require these tools for accessing course material and completing various assignments and online tests.

The Final Examination will take place in Dublin location each June. Participants will be provided with an exam booklet, spare paper, and a pen.

Where permitted materials/documentation is not provided, students are responsible for bringing their own clean copies of materials. This includes:

- Calculators, where appropriate, and where not attached to a phone, tablet or computer
- Dictionaries, where students' primary language is not English. A hard copy (i.e. printed and bound) must be supplied by the student. The use of a phone, tablet or computer will not be permitted.



## 4. Minimum Assessment Requirements & Failure Scenarios

Given the continuous assessment nature of the IIFA FIATA Diploma course, all modules throughout the programme must be passed (achieve a minimum grade of 50%).

Participants who fail a monthly module, which is a grade of lower than 50% with their combined Assignment and Online Test for that module, will be offered 1x further attempt to complete that module;

- a second attempt at an alternative assignment, if they failed to achieve 50% with their assignment

and/or

- a second opportunity to complete the online multiple-choice test, if they failed to achieve 50% with their online test

Such second opportunities to pass a Module will be eligible for a maximum grade of 50% for that particular Module.

Should a Participant complete the assignments and online tests for each of the 10 modules and fail to achieve the required pass grade for at least 8 of the monthly assessments and/or the required pass grade for the Final Exam paper, they will not be successful in attaining the FIATA Diploma in Freight Forwarding.

Participants who have failed to submit all assignments and complete all online multiple-choice tests for 2 or more modules will not be eligible to sit the Final Examination.

Should a Participant fail to submit an assignment by the deadline and have completed the online test, but the result is a fail for that module, a repeat assignment will not be provided.

### **Example of calculation of assignments and final exam leading to a Participant's overall final grade**

The IIFA FIATA Diploma course is graded as follows:

40% - represents the total 10 Monthly Assessments and 60% represents the result of the Final Written Examination.

For example:

There are 10 Modules with each Module being allocated 40 Marks, making a total of 400 Marks (20 Marks for the Assignment and 20 Marks for the Online Test).

The Monthly Assessments account for 40% of the Course Grade for the IIFA FIATA Diploma.

A Participant achieves 336.65 Marks / 400 Marks for the 10 Monthly Assessments = 84.16%

Monthly Test Points as 40% of Course Grade = **33.67%**

The Final Written Examination accounts for 60% of the Course Grade.

A Participant achieves 108 Marks / 150 Marks = 72%

Final Examination Result as 60% of Course Grade = **43.20%**

**Combining 40% of Course Grade 33.67% + 60% of Course Grade 43.20% = 76.87% rounded up to 77% - Level of Achievement is a MERIT**



## 5. Academic Misconduct

Academic misconduct is described as:

- Copying or cheating at any examination or other assessments. This includes colluding with others during an online examination. This means seeking the assistance of others, or offering to assist others, during a period in which the examination is taking place.
- Sitting/attempting to sit an examination under another student's identity, or arranging for someone to sit/attempt to sit an examination on your behalf
- Bringing unauthorised notes or other materials into an examination
- Removing examination scripts from the exam hall, or sharing examination scripts
- Any other breach of the examination regulations or any action that may jeopardise the integrity of an assessment.

Included in academic misconduct is **Plagiarism**.





## 6. Plagiarism

Plagiarism is presenting work of another person or the copying and representing material from another source as your own work. Such acts of plagiarism are prohibited on IIFA training courses. Plagiarism includes but is not limited to:

- Presenting work authored by another person, with or without permission, as your own. This includes work by other students, work by friends or family, work from outside sources, or work purchased through any source.
  - The original source be in written form or in any other media (e.g. video or audio)
- Presenting ideas, theories, concepts, data, etc from the work of another without due acknowledgement
- Presenting text or other materials copied with only minor changes, without due acknowledgement
- Paraphrasing (i.e. putting something into your own words) without due acknowledgement of the source

### 6.1 Penalties for Plagiarism

Should a Participant be found to have completed/ submitted Assignment work that was not their own/ was completed by another, their grades for that Assignment test will be forfeited against the module in question (resulting in zero marks). Should such actions be found to have occurred a second time, the Participant may continue with the training for their own education and self development, but they will not be in a position to be awarded a FIATA Diploma upon completion of the course.

Continuing the course for personal training for their own education and self development includes only:

- Continued receipt of the monthly training manuals
- Receipt of course communications
- Continued access to assignments and webinars

Participants in such a position will not be eligible to sit the final examination.



## 7. Appeals

As part of the broader Education Policy, students have the right to appeal, on permitted grounds, against IIFA decisions relating to their assessment or standing within IIFA courses.

The appeals procedure is evidence based, and applies to all students. Students should familiarise themselves with the Education Policy before submitting an appeal.

Students may appeal against:

- The result of any assessment of students' academic work. An appeal against the result of a module can only be submitted against a final result.
  - For clarification, a final result can be a Participant's monthly module grade (a combination of their assignment and online test for that module), their final examination results and/ or their final overall course grade.
- Decisions made relating to academic misconduct, including plagiarism and the use of unauthorised materials in the examination hall.

Students may **not** appeal against:

- The delivery or quality of a programme. Concerns about the delivery or quality of a programme should be raised at the earliest opportunity.

The following are grounds for appeal:

- Procedural irregularity (i.e. IIFA's delivery of the course and course material in line with the forecast timetable and methods of delivery), where there is evidence that the procedures relating to a decision were not followed properly.
- Extenuating circumstances, of which the IIFA was aware but had rejected because the application was late, and the reason the application was late was not considered to be valid.

Appeals will be heard by:

- IIFA President
- Chair of IIFA Education Committee
- IIFA Student Champion

## 7.1 Submitting an appeal

Students who wish to submit an appeal must email [info@iifa.ie](mailto:info@iifa.ie) with:

- The grounds for appeal (i.e. procedural irregularity or extenuating circumstances)
- A detailed description of the appeal
- Relevant evidence in support of the appeal

Appeals must be submitted within ten (10) working days of the publication of a decision.

An appeal may be rejected if:

- It does not fall under the stated grounds for appeal.
- It does not include the relevant evidence in support of the appeal.
- It was submitted late.

In exceptional circumstances, late appeals may be accepted and considered.

Appeals will normally be processed within 30 working days. Should there be any delays, Participants will be notified.

All decisions of IIFA remain in force until the outcome of any decision of the appeal.

Appeals will be heard by:

- IIFA President
- Chair of IIFA Education Committee
- IIFA Student Champion

## 7.2 IIFA Student Champion

The IIFA Student Champion is a Volunteer from the Council of Irish International Freight Association. This Champion acts as an independent body between Participants and the IIFA Secretariat involved in delivering and administering the course. Should Participants have an issue with course material and/or delivery and would prefer to raise same through an independent body, the IIFA Student Champion exists for such a purpose and for Participant support. Participants are introduced to the IIFA Student Champion as part of the Registration Evening event and contact details for this individual are shared with Participants as the course commences.



## 8. Disability

For the purposes of this policy the definition of disability is that encompassed by the Equality Act (2004) and the Equal Status Act (2000). The legal definition is as follows:

“

- a) the total or partial absence of a person's bodily or mental functions, including the absence of a part of a person's body,
- b) the presence in the body of organisms causing, or likely to cause, chronic disease or illness,
- c) the malfunction, malformation or disfigurement of a part of a person's body,
- d) a condition or malfunction which results in a person learning differently from a person without the condition or malfunction, or
- e) a condition, disease or illness which affects a person's thought processes, perception of reality, emotions or judgement or which results in disturbed behaviour

”

### 8.1 Temporary Disability

A student is deemed to have a temporary disability if the disability is likely to last less than six weeks. Students should contact their lecturer if they have acquired a temporary disability at a time that will impact upon an element of continuous assessment or an examination.

Supporting documentation verifying the temporary disability will be required.

### 8.2 Procedure for the granting of reasonable accommodations

A student with an on-going disability or specific learning difficulty seeking the provision of reasonable accommodations by the Irish International Freight Association's assessments and examination must inform IIFA at the commencement of studies.

The student must make IIFA education staff aware of specific reasonable accommodations that are required. These may include, but are not limited to:

- Use of a computer or assistive technology
- Enlarged print
- A smaller or separate examination hall
- Rest periods
- Extra time allowance
- Physical space

In order for IIFA to appropriately accommodate students' needs, advance notice is required.

Students must agree that the information in relation to their disability and the provision of reasonable accommodations may be made known to relevant academic, administrative and examination staff.

### **8.3 Students with Specific Learning Difficulties**

Students with specific learning difficulties must make IIFA aware of their circumstances at the beginning of their studies, in order to allow for reasonable accommodations to be made.

Specific learning difficulties can include:

- Significant Writing Difficulty (<16 WPM)
- Significant Spelling Difficulty (<16<sup>th</sup> Percentile)
- Significant Reading Difficulty (<16<sup>th</sup> Percentile)

Specific learning difficulties may also result in structural flaws, including weak sentencing and phrasing of ideas, unclear expression, or lack of competence in using abstract language.

Use of a computer or relevant assistive technology may be allowed during examinations.

### **8.4 Failure to avail of additional arrangements**

Students who do not make IIFA aware of medical or other legitimate reasons for additional reasonable accommodations will not be able to avail of them during the examination period.

### **8.5 Additional Time**

Where additional time is needed, the usual provision of ten minutes extra per hour of examination may be provided.

Additional time is granted:

- Where the average speed of communication of the student is significantly slower than average
- Where disability worsens due to stress and/or environmental variations
- Where the completion of practical tasks is delayed due to the student's disability
- Where a student's reading speed is significantly slower than average

### **8.6 Alternative Venues/ Rooms**

All students with disabilities, receiving reasonable accommodations, normally sit examinations in a different room than the other students. This room will be shared with other students with disabilities.

Only in exceptional circumstances will a student sit an examination in a separate and individual venue.

## 8.7 Use of Computer and other Aids in Examinations

### 8.7.1 Criteria for Learners with Disabilities requiring the use of computers in Assessment and Examinations

The following students will be eligible for use of a computer or assistive technology during assessments and examinations:

- Students who are blind or have a visual impairment that requires the use of assistive technology such as a screen reader or magnification software
- Students with physical disabilities who have dexterity problems that result in poor handwriting
- Students with specific medical conditions that result in diminished stamina, where the use of a computer will benefit the student and limit stamina difficulties
- Students with specific learning difficulties, which can include:
  - Significant Writing Difficulty (<16 WPM)
  - Significant Spelling Difficulty (<16<sup>th</sup> Percentile)
  - Significant Reading Difficulty (<16<sup>th</sup> Percentile)

### 8.7.2 Assistive Technology

The use of a computer or assistive technology may be required by some students. A computer must only be used by the student, and not someone acting on their behalf.

It is the student's responsibility to be proficient in the use of the computer and the appropriate software.

Technological accommodations are granted on an individual basis. Smaller shared examination venues and invigilators will be required.

Students using a computer must be able to provide their own for the purposes of the examination, and must agree to follow instructions by the invigilator.



## 9. Copyright of the Training Materials and Resources

All training materials including the training manuals, the content, examples within, their appendices, the monthly module assignments and their model answers, the webinars and all additional material made available through Moodle are set and prepared on behalf of Irish International Freight Association shall be the property and copyright of Irish International Freight Association.



## 10. Communication of Course Updates & Results

Each Participant joining a IIFA FIATA Diploma class group will be required to complete a Participant enrolment form. As part of this form, Participants will be able to provide up to two e-mail addresses to be used for receipt of course updates and monthly assessment results. These can be personal, work related or a combination of both.

IIFA provides regular course updates with Participants via e-mail and it is important that the e-mail addresses provided are actively monitored to ensure receipt of important course information and updates.





# 11. Data Protection

All submitted monthly assignments, online assessments and final examination papers shall be preserved for 13 months from the date of completion of the course (day of the Final Written Exam). The course commences on Registration Evening and concludes on the day of the Final Written Examination.

When this 13 month period expires, all such materials will be confidentially destroyed/ deleted.

IIFA FIATA Diploma enrolment sheets will be retained by the Association for future reference and award clarification purposes.

Upon completion of the course, it will be necessary for Participants to submit a document entitled Application Form for The FIATA Diploma In Freight Forwarding to FIATA. IIFA will distribute, collect and communicate these documents to FIATA, who will then hold the submitted information on file as appropriate.

Should successful Graduates of the IIFA FIATA Diploma seek to utilise the IIFA FIATA Diploma as an academic reference, IIFA will provide the following information to Recruiters/ Potential Employers:

- Confirmation of Participant's Name
- Confirmation of whether the Diploma was successfully attained
- Dates during which the Diploma was undertaken by the Participant

IIFA will only release such information to interested parties when written (e-mail) confirmation has been received in advance by the Participant, authorising IIFA to provide such information when requested.



## 12. Publication of Graduate Names

Successful Graduates will be featured on the IIFA FIATA Diploma Graduates' page of the IIFA website, visible via the below link:

[WWW.IIFA.IE/IIFA-GRADUATES](http://WWW.IIFA.IE/IIFA-GRADUATES)

Graduates who would choose to not be featured/ listed on the Graduates' page, can request to have their details removed by written instruction to the Association Secretariat via [info@iifa.ie](mailto:info@iifa.ie).