

# Practice Attitude

# QUIZ

**Warehousing & Supply  
Chain Logistics**

# Part 1: About this Warehousing & Supply Chain Resource

# QUIZ

## Guidance

The Practice Aptitude Quiz is intended to be a general illustration of some of the key learning standards required of people attempting an Australian Apprenticeships entry level qualification in the Warehousing and Supply Chain Logistics Industry.

**This Practice Aptitude Quiz is neither a formal tool nor a direct pre-requisite for any job application.**

This quiz has been developed with the assistance of industry, TAFE and the secondary school sector as a careers resource.

The quiz focuses on literacy, numeracy, comprehension and problem solving questions contextualised to this specific industry.

The quiz can be utilised by numerous organisations and people such as careers practitioners working with young people, Group Training Organisations and Job Services Australia providers working with job seekers.

## The Practice Aptitude Quiz can be:

- > Used by careers practitioners with individuals or in a class setting to provide general guidance on the level of study involved in undertaking an entry level qualification in this industry;
- > Provided to people to enable them to practice their skills before sitting an actual aptitude test;
- > Used by Mathematics teachers as a guide to industry maths requirements at the entry point of this particular Australian Apprenticeship.

The level of reading, writing and mathematical skills assessed by this quiz is equivalent to that of a typical young person at Year 11 level.

Please note that rates quoted in this assessment for various items, including pay rates, are not meant to reflect today's values, but are used purely for mathematical purposes.

The quiz should be able to be completed in approximately 60 minutes.

Calculators may be used to complete this practice exercise.

Answers are located at the end of the quiz.

## Occupational Information and Job Hunting Resources

Information and links on the Warehousing and Supply Chain Logistics Industry, careers, job prospects as well as career websites and job hunting resources can be found at [www.apathways.com.au/Career-Resources](http://www.apathways.com.au/Career-Resources).

## After the Quiz

If you are still at school you should discuss any concerns you may have with your career practitioner. Further information may also be provided by a Job Services Australia provider, an Australian Apprenticeships Centre, a Group Training Organisation or a training provider.

## Useful Contacts

Here are some links to job seeker support services:

- > Search for your local Australian Apprenticeships Centre - [www.aapathways.com.au/aac](http://www.aapathways.com.au/aac)
- > Find a local Group Training Organisation - [www.grouptraining.com.au/Find/find\\_gto.html](http://www.grouptraining.com.au/Find/find_gto.html)
- > Job Services Australia providers work with eligible job seekers to develop an individually tailored Employment Pathway Plan. The plan maps out the training, work experience and additional assistance needed to find job seekers sustainable employment - [www.jobsearch.gov.au/provider/default.aspx](http://www.jobsearch.gov.au/provider/default.aspx)

## Section 1 - Literacy, Reading and Comprehension

**1. Read the following passage and answer the questions below.**

As a Freight Forwarder you will assist with the movement of cargo to international destinations from Australia and vice versa.

Freight Forwarders act only as an agent on behalf of carriers such as sea, air, road and rail transporters. Freight Forwarders despatch shipments to these carriers and book and arrange space for these shipments. They are also referred to as International Freight Forwarders and are the experts in preparing and processing the documentation to perform international shipments.

Documentation includes commercial invoices, shippers' export declarations, bills of lading.

**Answer the following questions.**

**a. What does a Freight Forwarder assist with?**

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**b. What are the main duties of a Freight Forwarder?**

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**c. What Documents are prepared and processed by a Freight Forwarder?**

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**2. Read the following passage and answer the questions below.**

Australian Apprenticeships encompass all apprenticeships and traineeships. They combine time at work with training and may be completed as full-time or part-time employment, or while still at school.

Australian Apprenticeships are the best way to combine training and employment to help you develop your skills, and achieve a nationally recognised qualification. Australian Apprenticeships are available to anyone of working age and do not require any entry qualifications. You can be a school-leaver, re-entering the workforce or simply wishing to change careers.

Australian Apprenticeships offer:

- > A great way to get a head start in a chosen career.
- > Paid work and structured training that can be on-the-job, off-the-job or a combination of both.
- > Competency-based training which means you can complete your training faster if you reach the required skills level.
- > Recognition of existing skills and prior experience as well as course credits, potentially reducing formal training time.
- > Options to commence full-time, part-time, or whilst at school.
- > Nationally recognised qualifications and skills which provide the basis for further education and training over the course of your working life.
- > A pathway from school to work.

**Answer the following questions.**

**a. What are the three ways that an Australian Apprenticeships may be completed?**

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**b. What do Australian Apprenticeships combine to help you develop your skills?**

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**c. Are employees paid while they complete an Australian Apprenticeship?**

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## Comprehension

### 4. Read the following article and answer the questions that follow.

All imported goods are subject to assessment for duty, Goods and Services Tax (GST) and other taxes and charges even if you have imported those goods for your own personal use.

If the goods you imported have a value over \$1,000 AUD (Australian Dollars) you will need to lodge an import declaration and pay any duty, GST or other taxes and charges that may apply.

Lodging and finalising an import declaration means the goods are 'entered for home consumption'. The term 'entered for home consumption', used by Customs and Border Protection, means goods were declared and cleared from Customs control in accordance with Customs law for delivery within Australia.

Imported goods valued at or below \$1000 AUD that arrive in Australia by sea or air cargo must be declared to the Australian Customs and Border Protection Service (Customs and Border Protection) on a self-assessed clearance (SAC) declaration.

SAC declarations are not required for the clearance of goods with a value at or below \$1000 AUD that arrive by international mail (post).

If your goods arrive in Australia by mail and have a declared or assessed value of \$1,000 AUD or less, the goods may be imported free of duty, taxes and Customs and Border Protection charges, unless they are alcohol products or tobacco products. Apart from alcohol and tobacco products those goods will be cleared by Customs and Border Protection and delivered by Australia Post without you doing anything.

### Answer the following questions by circling the correct response.

- a. **A consignment of car parts with a declared value of \$310 AUD imported by air cargo would normally be cleared from Customs control by lodging a:**
- i. An Import Declaration
  - ii. Does not require any declaration
  - iii. A self assessed clearance declaration
  - iv. An Unaccompanied Personal Effects Statement
- b. **A consignment of clothing with a declared value of \$890 AUD that arrives through the postal service would normally be cleared from customs control by lodging a:**
- i. A self assessed clearance declaration
  - ii. An Unaccompanied Personal Effects Statement
  - iii. Does not require any declaration
  - iv. An Import Declaration

5. Read the Shipper's Letter of Instruction below and answer the questions that

EXPORTER (Name and address) J & J Commodity Traders 256 Given Road Virginia QLD 4014 ABN 57 836 591 012		<h2>SHIPPER'S LETTER OF INSTRUCTION</h2>		
SHIPPERS REF No: Invoice # 8786		POST CODE 4014		
CONSIGNEE (Name and address)  Hiroko Tamaku Services Pte Ltd 1068 Xiang Rd East Xingang, China		<h3>MFC</h3> <h4>Logistics Services Pty Ltd</h4>		
ORDER No: 005001 ALSO NOTIFY (Name and address)		NOTE: If 'Payment of Charges' Section not completed freight will be charged to your account.		
MODE OF TRANSPORT (Specify) <input checked="" type="checkbox"/> Sea <input type="checkbox"/> Air		PORT OF EXPORT Brisbane		SHIPPER TO INDICATE FREIGHT CHARGES PREPAID <input checked="" type="checkbox"/> (TO BE PAID BY SHIPPER) COLLECT <input type="checkbox"/> (TO BE PAID BY CONSIGNEE)
PORT OR AIRPORT OF DESTINATION Guangzhou		INVOICE TERMS FOB <input type="checkbox"/> EXWORKS <input type="checkbox"/> C & F <input type="checkbox"/> CIF <input checked="" type="checkbox"/>		
SHIPPER REQUESTS INSURANCE <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		AMOUNT TO BE INSURED AUD 18000.00		DOCUMENTATION ATTACHED COMMERCIAL INVOICE <input checked="" type="checkbox"/> PACKING LIST <input type="checkbox"/> OTHER <input type="checkbox"/>
VALUE FOR CUSTOMS CURRENCY		OTHER		
MARKS AND NUMBERS	NUMBER AND TYPE OF PACKAGING	DESCRIPTION OF GOODS	GROSS WEIGHT	DIMENSIONS OR CUBIC MEASUREMENTS
J&J Traders (In Tri.) C/No. 1-126 Made in Aust.	1x20'GP stc	126 Ctns auto accessories	7123kgs	26.524cbm
COUNTRY OF MANUFACTURE Australia				
ECN (Where applicable)		<b>DA</b>		
<b>COMPLETION OF THIS DOCUMENT IS NECESSARY FOR MFC LOGISTICS SERVICES PTY LTD TO COMPLETE A BILL OF LADING/AIRWAYBILL ON YOUR BEHALF. PLEASE BE ACCURATE AND USE BLOCK LETTERS</b>		<b>DANGEROUS GOODS</b> Are there Dangerous Goods covered by this Shipper's Letter of Instruction ? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If answered yes, please attach dangerous goods declaration.		
1. Sender hereby authorises the Company to complete the Consignment Notes and other necessary documents in connection with despatch, carriage and delivery of goods on behalf of the sender under the provisions of the relevant articles of Carrier's General Conditions of Carriage.		<b>DUTY DRAWBACK APPLICABLE</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Does this export comply with the ATO rulings on GST for exports ? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
2. Sender hereby declares that the particulars shown hereon and furnished by him or his agent are correct and that he is aware of and accepts the MFC Logistics Services Trading Conditions (available on request).		SPECIAL INSTRUCTIONS		
DATE: ..... SIGNATURE OF SHIPPER: .....		<b>FOR OFFICE USE ONLY</b> SECURITY PROCEDURES TAKEN REGULAR SHIPPER <input type="checkbox"/> GOODS HAND SEARCHED <input type="checkbox"/> GOODS HELD FOR 24 HOURS <input type="checkbox"/> OTHER <input type="checkbox"/>		

follow.

From the above Shipper's Letter of Instruction, please answer the following queries:

a. What is the destination for this shipment?

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b. How many packages or cartons are included in the shipment?

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c. Who is responsible for paying the freight on the shipment?

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d. Is the shipment to move via sea or air freight?

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e. Where were the goods manufactured?

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f. What is the value of the goods?

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g. Identify the supplier's ABN.

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h. Identify the order number that this shipment relates to.

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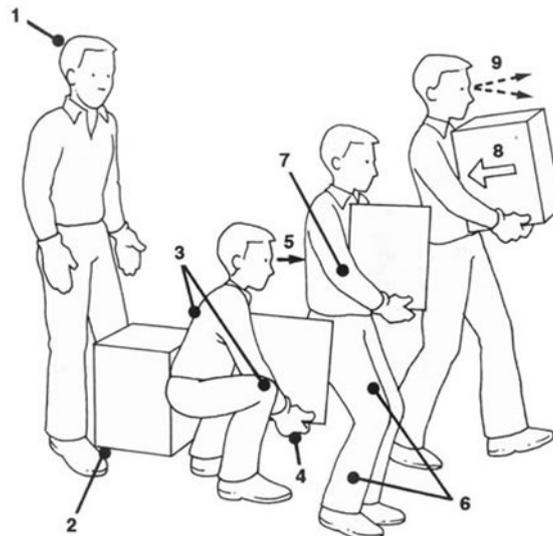
6. In transport and logistics, there are packaging provisions for dangerous goods. On occasion customers deliver cargo to us that is not packaged suitably for transport.

Identify the problem with each container pictured below. Write your response in the right hand column.

	a.
	b.

	c.
	d.

## 7. Manual Handling



Research indicates that unsafe manual handling is the most common cause of work related injuries in the office. These injuries cause personal suffering and loss of income and also cost businesses and the national economy.

Manual handling is any activity that requires you to lift, move, push, pull, carry or hold any objects. Mechanical handling aids reduce force and physical efforts. Aides include forklifts, trolleys, scissor lifts, folding work platforms and conveyors.

Team lifting can be defined as “Lifting an object by two or more people”. You can improve this by having good communication, ensuring the pathway is clear and that the people team lifting are of similar heights.

Manual handling techniques		
<p><b>Lifting</b></p> <ul style="list-style-type: none"> <li>&gt; Size up the load</li> <li>&gt; Position your feet close to the load</li> <li>&gt; Ensure you have a secure grip</li> <li>&gt; Keep your back straight</li> <li>&gt; Position your head and arms</li> <li>&gt; Use your legs to lift</li> </ul>	<p><b>Lowering and carrying</b></p> <ul style="list-style-type: none"> <li>&gt; Clear path</li> <li>&gt; Walk with a straight back</li> <li>&gt; Carry load in front of body, close to body and in both hands</li> <li>&gt; Share the load evenly between both hands</li> <li>&gt; Use straps or trolleys (if possible)</li> </ul>	<p><b>Pulling and pushing</b></p> <ul style="list-style-type: none"> <li>&gt; Carry the load close to your body keeping a straight back</li> <li>&gt; Use your leg muscles</li> <li>&gt; Keep low to ground</li> <li>&gt; Secure footing</li> </ul>

Below is a list of tasks. Answer the questions for each task.

Task Description	
<p><b>Task a:</b> A safe way to move a full 200 litre drum of liquid a minimum of 20 m.</p> <p><b>Which mechanical aide could help in this lifting task?</b></p>	
<p><b>Task b:</b> Use a team lift to move a heavy object onto a manual or mechanical handling device.</p> <p><b>What are the main points to remember when team lifting?</b></p>	
<p><b>Task c:</b> Move a box or other container, with an approximate weight of 35 kgs, from floor level to a nearby bench.</p> <p><b>Describe how you would complete this task.</b></p>	

## Section 2 - Mathematical Questions

Using a calculator, answer the following queries:

1. An exporter is sending 360 items packed in boxes of nine. How many boxes are they sending?

\_\_\_\_\_

2. Your petrol tank holds 75 litres. You have used 26 litres.

- a. How many litres remain in the tank?

\_\_\_\_\_

- b. What will you pay to top up the tank if the cost per litre is \$1.24?

\_\_\_\_\_

3. Customs Duty on a particular item is 5%. How much duty is payable if the value of the item is \$4,400?

\_\_\_\_\_

4. How much would you charge a customer who ships 183 kilograms of an item where the shipping cost is \$3.90 per kilogram?

\_\_\_\_\_

5. a. Add the following amounts: \$1535.83, \$24.00, \$120.00, \$10.50, \$181.37, \$15.15.

\_\_\_\_\_

- b. This total amount does not include GST. What would be the new total inclusive of GST? (GST is 10%)

\_\_\_\_\_

6. In Transport and Logistics, products and packaging may be received from overseas countries that use units of measurement not used in Australia. For example, a package from the United States of America may be weighed in pounds rather than kilograms. These measurements must be converted to meet the needs of Australian Customs and customers.

Using the following formulas and a calculator, answer the questions that follow.

- > Converting **Pounds to Kilograms** - Multiply the number of pounds by 0.4535924 to get the number of kilograms (eg: 124 pounds x 0.4535924 = 56.25 kgs).
- > Converting **Feet to Metres** - Multiply the number of feet by 0.3048 to get the number of metres (eg: 57 feet x 0.3048 = 17.37 metres).
- > Converting **Centimetres to Metres** - Divide the number of centimetres by 100 to get the number of Metres (eg: 727 cm / 100 = 7.27 m).
- > Converting **Foreign Currency to Australian Dollars** - Divide the foreign currency amount by the Rate of Exchange (ROE) eg: EUR 350.00/ ROE 0.4 = AUD \$875.00.

Convert the following:

a. **Pounds to Kilograms (round your answer to two decimal places).**

- i. 900 pounds = \_\_\_\_\_
- ii. 61 pounds = \_\_\_\_\_
- iii. 152 pounds = \_\_\_\_\_

b. **Feet to Metres (round your answer to three decimal places).**

- i. 8 feet = \_\_\_\_\_
- ii. 22 feet = \_\_\_\_\_
- iii. 45 feet = \_\_\_\_\_

c. **Centimetres to Metres.**

- i. 1145 cm = \_\_\_\_\_
- ii. 291 cm = \_\_\_\_\_
- iii. 76 cm = \_\_\_\_\_

d. **Foreign Currency to Australian Dollar (round your answer to two decimal places).**

- i. USD 1200 @ ROE 1.069 \_\_\_\_\_
- ii. GBP 150 @ ROE 0.664 \_\_\_\_\_
- iii. USD 975 @ ROE 1.069 \_\_\_\_\_

7. Calculating the volume or cubic metres (CBM) of a shipment.

The volume or cubic metres (CBM) of a shipment is calculated with the formula - Length x Width x Height x Number of Packages.

**Note:** Always convert length, width and height to metres when calculating eg. 105 cm = 1.05 m therefore use 1.05 m when multiplying.

a. Calculate the total cubic metres (CBM) of the following consignments:

	Consignment 1	Consignment 2	Consignment 3
<b>Length</b>	187 cm	94 cm	1.43 m
<b>Width</b>	62 cm	88 cm	0.57 m
<b>Height</b>	54 cm	71 cm	1.01 m
<b>Number of Packages</b>	5	2	8
<b>CBM (rounded to three decimal places)</b>	_____	_____	_____

b. If the above consignments were for loading as one shipment, what would the total volume (in CBM) be for this shipment?

\_\_\_\_\_

**Section 1 - Literacy, Reading and Comprehension**

1.
  - a. Freight forwarders will assist with the movement of cargo to international destinations to and from Australia and vice versa.
  - b. Freight Forwarders act as agents on behalf of carriers, dispatching shipments as well as booking and arranging space for the shipments. They also prepare and process the documentation to perform international shipments.
  - c. Commercial Invoices, Shippers export declarations and bills of lading
2.
  - a. Australian Apprenticeships may be completed as full-time or part-time employment, or while still at school.
  - b. Australian Apprenticeships combine training and employment to help you develop your skills.
  - c. Yes.

3.

Mr. Tim Smith,  
28 Jones Street ,  
Martinville, NSW, 2929.

Dear Mr. Smith,

I am writing to apologise for the load of goods incorrectly delivered to your company's distribution centre last week. The error happened because of new staffing arrangements at Westlands Transport and Warehouse Services. We have fixed the problem and assure you that it won't happen again. Please accept our apologies and if you wish to discuss the matter please call me at any time.

Yours sincerely,

Bob Drover  
Westlands Transport and Warehouse Services

4.
  - a. iii
  - b. iii
5.
  - a. Guangzhou
  - b. 126 CTNS (Cartons)
  - c. Shipper (J & J Commodity Traders)
  - d. Sea
  - e. Queensland
  - f. \$18000.00 AUD
  - g. ABN: 57 836 591 012
  - h. Order No: 005001
6.
  - a. Label is torn
  - b. Container is pressurised and/or damaged
  - c. Container is leaking
  - d. No label on container

<b>Task a:</b>	Use manual handling device such as a forklift .
<b>Task b:</b>	Have 1 or more people with the same height assist and ensure communication is clear as to where the object needs to go, clear the path, lift and lower at the same time.
<b>Task c:</b>	<ul style="list-style-type: none"> <li>- Size up the load</li> <li>- Position your feet close to the load</li> <li>- Ensure you have a secure grip</li> <li>- Keep your back straight</li> <li>- Position your head and arms</li> <li>- Use your legs to lift</li> <li>- Walk with a straight back</li> <li>- Carry load in front of body, close to body and in both hands</li> </ul>

## Section 2 - Mathematics

1. 40 boxes
2. \$32.94
3. \$220.00
4. \$713.70
5. a. \$1,886.85                      b. \$2,075.54 (rounded up from \$2,075.535)
6. a. i. 408.23 kgs    ii. 27.67 kgs    iii. 68.95 kgs  
     b. i. 2.438 m      ii. 6.706 m      iii. 13.716 m  
     c. i. 11.45 m      ii. 2.91 m        iii. 0.76 m  
     d. i. \$1122.54    ii. \$225.90      iii. \$912.07
7. a. Consignment 1: 3.130 cbm    Consignment 2: 1.175 cbm    Consignment 3: 6.586 cbm  
     b. 10.891 cbm

## Contributions

This Practice Aptitude Quiz was developed by:



**Australian Apprenticeships Pathways Website** - [www.aapathways.com.au](http://www.aapathways.com.au)

This website, part of the Australian Apprenticeships and Traineeships Information Service, provides sample Australian Apprenticeships job descriptions and links to more Australian Apprenticeships information and resources. The service is funded by the Department of Industry.



TRANSPORT & LOGISTICS  
INDUSTRY SKILLS COUNCIL LTD

**Transport and Logistics Industry Skills Council** - [www.tlisc.org.au](http://www.tlisc.org.au)

The Transport and Logistics Industry Skills Council has a primary interest in providing high-quality and targeted vocational education and training services to the Transport and Logistics Industry. In the provision of these services, the Skills Council seeks to increase the capability and productivity of personnel across industry and to raise the national skills capacity within the various industry sectors it services, including road transport, warehousing, rail, maritime, ports and aviation.

## myfreightcareer

**My Freight Career** - [www.myfreightcareer.com.au](http://www.myfreightcareer.com.au)

myfreightcareer is a Registered Training Organisation (RTO) and a Group Training Organisation (GTO) established specifically for the Import/Export, International Trade Logistics, Freight Forwarding (Air and Sea), Road/Rail Transport, Shipping and Aviation industries.



**The Career Education Association of Victoria** - [www.ceav.vic.edu.au](http://www.ceav.vic.edu.au)

The CEAV is the Victorian peak body for secondary school career practitioners, work experience coordinators, VET coordinators and MIPS coordinators. The CEAV provides professional development opportunities for members and also works with business, industry, and the education and training sector.



**Industry Training Australia P/L** - [www.itaust.com.au](http://www.itaust.com.au)

Industry Training Australia (ITA) delivers consultancy services to government and non-government organisations in the education and training sector. ITA develops and delivers information and communication services, including the Australian Apprenticeships Pathways website, for service provider networks and the general public.

**For enquiries about this Practice Aptitude Quiz contact Industry Training Australia on  
1800 338 022.**