

TLI20107 Certificate II in Transport and Logistics (Warehousing and Storage)

Rationale:

A general qualification for the Warehousing and Storage Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 2. Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Requirements for completion of the qualification:

A successful assessment outcome for a total **14 units**, comprising: (a) **7 units** aligned at AQF 2 made up of:

- at least 5 units and up to 7 units from those listed below (aligned at AQF 2)
- up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Logistics Certificate II qualifications, or other relevant endorsed Training Packages

and (b) **7 units** aligned at AQF 1 made up of:

- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Logistics (Warehousing and Storage) (aligned at AQF 1)
- up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Logistics Certificate I qualifications, or other relevant endorsed Training Packages.

Units can be packaged together to meet the specific operational needs of occupations while also providing options for multi-skilling. Importantly, the flexibility of packaging with the qualification framework must be considered within the responsibility of individuals, enterprises and/or registered training organizations to package units to meet the legislative requirements and/or industry codes of practice necessary at the occupational levels.

Units are discrete from each other however, units may be clustered and delivered and/or assessed concurrently and/or holistically.

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Field	Unit
A Handling Cargo/Stock	TLIA307C Connect and disconnect reefer units
	TLIA907D Complete and check import/export documentation
	TLIA1107C Package goods
	TLIA1207C Pick and process orders
	TLIA1307C Receive goods
	TLIA1407C Use product knowledge to complete work operations
	TLIA2007C Replenish stock
	TLIA2107C Despatch stock
	TLIA2207C Participate in stocktakes
	TLIA4107B Manually sort mail and parcels
	TLIA4207B Despatch mail
	TLIA4307B Consolidate mail
	TLIA4407B Carry out delivery operations
	TLIA4507B Process international parcels and letters
TLIA4607B Process parcels and letters	
TLIA4707B Stream mail	
B Equipment Checking and Maintenance	TLIB107C Check and assess operational capabilities of equipment
	TLIB907C Check conveyor operational status
	TLIB2907B Use and maintain minor mechanical equipment

D Load Handling	<p>TLID307D Handle dangerous goods/hazardous substances</p> <p>TLID407C Load and unload goods/cargo</p> <p>TLID707C Prepare cargo for transfer with slings</p> <p>TLID1007C Operate a forklift</p> <p>TLID1207C Operate specialised load shifting equipment</p> <p>TLID1307C Move materials mechanically using automated equipment</p> <p>TLID1607C Load and unload explosives and dangerous goods</p> <p>TLID2107C Use specialised bulk transfer equipment (dry)</p> <p>TLID2207C Conduct weighbridge operations</p> <p>TLID4507B Operate specialised light load shifting equipment</p>
E Communication and Calculation	<p>TLIE107C Present routine workplace information</p> <p>TLIE707B Use communication systems</p> <p>TLIE807C Process workplace documentation</p>
F Safety Management	<p>TLIF607C Apply accident-emergency procedures</p> <p>TLIF1007C Apply fatigue management strategies</p> <p>TLIF1207C Apply safe procedures when handling/transporting dangerous goods or explosives</p> <p>TLIF1807B Operate firefighting equipment</p>
G Teamwork	<p>TLIG707B Work in a socially diverse environment</p>
H Route Planning and Navigation	<p>TLIH107D Interpret road maps and navigate pre-determined routes</p> <p>TLIH307C Prioritise courier/delivery operations</p>
I Customer Service	<p>BSBCMN208A Deliver a service to customers</p> <p>BSBCMN209A Provide information to clients</p> <p>BSBCMN216A Create customer relationship</p> <p>BSBCMN217A Process customer feedback</p>
J Quality	<p>TLIJ107C Apply quality procedures</p> <p>TLIJ307C Apply grain protection measures</p> <p>TLIJ407C Implement grain monitoring measures</p>
K Computers and Technology	<p>TLIK107C Use infotechnology devices and computer applications in the workplace</p> <p>TLIK307C Apply keyboard skills</p> <p>TLIK707C Perform electronic data interchange (EDI) to transmit shipping documentation</p>
L Resource Management	<p>TLIL807C Complete routine administrative tasks</p> <p>TLIL3107B Monitor and process attendance records</p>
O Security	<p>TLIO1307C Administer security of assets and facilities</p>
Q Financial Management	<p>TLIQ107D Conduct financial transactions</p> <p>TLIQ707C Prepare and process financial documents</p> <p>TLIQ1107B Maintain petty cash account</p> <p>TLIQ1207B Sell products and services</p>
T Records	<p>TLIT107C Capture records into a records keeping system</p> <p>TLIT407C Maintain control of records</p> <p>TLIT507C Provide information from and about records</p>
U Environment	<p>TLIU707B Care for the environment</p>

**V Pallet
Operations**

- TLIV107C Cut and join materials
- TLIV207C Operate hand held air/power equipment for production processes
- TLIV307C Apply surface coatings using a spray gun
- TLIV407C Undertake pallet repairs
- TLIV507C Clean and inspect pallets
- TLIV607C Manufacture pallets using automated methods
- TLIV707C Manufacture pallets using manual methods
- TLIV807C Dock boards using computer programmed machinery
- TLIV907C Dock boards on mechanical feeds

Employability Skills Summary

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">- Use communication systems and procedures required for warehousing and storage operations- Read and interpret relevant regulations, instructions, signs and labels applicable to warehousing and storage operations- Speak clearly and directly on matters related to warehousing and storage operations- Write documents as part of duties, including completion of relevant forms and incident reports- Negotiate complex issues with others in the course of warehousing and storage operations- Recognise and interpret non-verbal signs, signals and behaviour- Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">- Collaborate with others in the course of warehousing and storage operations- Contribute to the resolution of any interpersonal conflicts that may arise during warehousing and storage operations- Assist other team members to achieve and maintain competence where applicable- Avoid and prevent the harassment of others in the workplace- Work with persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">- Identify and solve or report problems arising in the course of warehousing and storage operations- Monitor and anticipate problems that may occur in the course of warehousing and storage operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility- Manage hazards and risks in a range of warehousing and storage situations and take appropriate precautions- Use mathematics to solve problems such as various calculations involved in warehousing and storage operations.

Initiative and enterprise

- Modify activities dependent on differing situations and contingencies that may arise during warehouse and storage operations
- Take appropriate initiatives in a range of diverse operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Check own compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Check own operational performance
- Collect and interpret information needed in the course of warehousing and storage operations
- Organise and plan own work activities
- Manage time and priorities in the course of road transport operations.

Self management

- Interpret and apply regulations, standard operating procedures and instructions
- Establish and follow own work plans and schedules
- Monitor and evaluate own work performance.

Learning

- Adapt own competence in response to any changes in warehousing and storage operations
- Assist others in the workplace to develop their competence
- Update own knowledge and skills required for warehousing and storage activities.

Technology

- Use the equipment and materials required during warehousing and storage operations
- Follow and apply operational and servicing instructions for equipment used during warehousing and storage operations
- Follow and apply OH&S procedures when using warehousing and storage equipment and facilities.