



**Australian Government**

# **TLI21210 Certificate II in Driving Operations**

**Release 3**

## **TLI21210 Certificate II in Driving Operations**

### **Modification History**

Release 3 - Units updated with current versions. Equivalent.

### **Description**

#### **Rationale:**

This qualification is designed for driving operation job roles within the Transport and Logistics Industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level II. Successful completion of the licensing units within the qualification must align with licensing and regulatory requirements applicable to driving and state/territory regulatory requirements.

#### **Job roles:**

Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Express Driver
- Pick up and Delivery
- Courier
- Taxi Truck Driver
- Priority
- Taxicab Driver
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### **Pathways Information**

Not Applicable

### **Licensing/Regulatory Information**

Refer to Description

## Entry Requirements

### Entry requirements

There are no entry requirements for this qualification.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

## Employability Skills Summary

### Employability Skills Summary for

#### **TLI21210 Certificate II in Driving Operations**

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.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Use communication systems and procedures used in relation to driving within the road transport industry</li><li>• Read and follow relevant, instructions, manuals, notices and signs applicable in relation to the role of driving within the road transport industry</li><li>• Speak clearly and directly on matters related to their role in relation to driving within the road transport industry</li><li>• Listen to and interpret verbal information related to their role in relation to driving within the road transport industry</li><li>• Complete documents as part of duties, including completion of relevant forms</li><li>• Recognise and interpret non-verbal signs, signals and behaviour</li><li>• Use relevant communication equipment.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Participate in the resolution of any interpersonal conflicts that may arise during driving within the road transport industry</li><li>• Avoid and prevent the harassment of others in the workplace</li><li>• Collaborate with others within the role of driving within the road transport industry</li><li>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</li></ul>
<b>Problem solving</b>	<ul style="list-style-type: none"><li>• Identify and solve or report problems arising in the course of driving within the road transport industry</li><li>• Recognise problems that may occur in the course driving within the road transport industry and take appropriate action to report or resolve the problems within limits of responsibility</li><li>• Recognise hazards and risks in a range of on road and depot</li></ul>

	situations and take appropriate precautions.
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>Follow and apply operational and emergency plans, systems and procedures</li> <li>Comply with applicable road safety regulations and codes of practice</li> <li>Follow and apply workplace security and safety management systems and safeworking requirements</li> <li>Collect and interpret information needed in the course of driving within the road transport industry within limits of responsibility</li> <li>Manage time within the job role of driving within the road transport industry.</li> </ul>
<b>Self management</b>	<ul style="list-style-type: none"> <li>Interpret and apply applicable instructions and procedures</li> <li>Follow work plans and schedules</li> <li>Check own work performance.</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>Participate in updating of own knowledge and skills required for driving activities, in response to any changes in the processes and equipment used in the road transport industry.</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>Operate equipment and tools required as part of the job role of driving within the transport and logistics industry</li> <li>Follow and apply operational and servicing instructions for equipment used as part of the job role of driving within the transport and logistics industry</li> <li>Follow and apply the applicable safeworking requirements and OH&amp;S procedures when as part of the job role of driving within the transport and logistics industry.</li> </ul>

## Packaging Rules

### Requirements for completion of the qualification:

A successful assessment outcome for a total of **18 to 19 units** of competency (depending on the group selected) comprising:

- the **6 core units**, listed below

plus

- at least **one licensing or industry unit** relevant to the vehicle type applicable to the job role, listed below

plus

- all units** within **one** of the selected **group (job roles)**, listed below

plus

- **6 elective units** which may be taken from the elective units listed below, or may include up to **3 units** which may be drawn with appropriate contextualisation from this Training Package, and/or from Certificate II qualifications in other relevant nationally endorsed Training Package or accredited course.

**Core units**

<b>Field</b>	<b>Unit</b>
<b>D Load Handling</b>	TLID1001A Shift materials safely using manual handling methods
<b>E Communication and Calculation</b>	TLIE1005A Carry out basic workplace calculations
<b>F Safety Management</b>	TLIF1001A Follow occupational health and safety procedures TLIF2010A Apply fatigue management strategies
<b>H Route Planning and Navigation</b>	TLIH2001A Interpret road maps and navigate pre-determined routes
<b>L Resource Management</b>	TLIL1001A Complete workplace orientation/induction procedures

**Select: one licensing or industry unit relevant to the vehicle type applicable to the job role:**

<b>Field</b>	<b>Unit</b>
<b>C Vehicle Operation</b>	TLIC1051A Operate commercial vehicle TLIC2009A Drive taxicab TLIC2012A Ride courier/delivery motorcycle
<b>LIC Licensing Units</b>	TLILIC2014B Licence to drive light rigid vehicle TLILIC2015B Licence to drive medium rigid vehicle TLILIC2016B Licence to drive heavy rigid vehicle

**Select one group (job role) from the following options:**

- Group A: Medium Freight
- Group B: Tow Truck
- Group C: Taxi
- Group D: Community Service
- Group E: General

**Group A**  
**TLI21210 Certificate II in Driving Operations**  
**(Medium Freight)**

<b>Field</b>	<b>Unit</b>
<b>B Equipment Checking and Maintenance</b>	TLIB2004A Carry out vehicle inspection
<b>D Load Handling</b>	TLID2004A Load and unload goods/cargo
<b>E Communication and Calculation</b>	TLIE3004A Prepare workplace documents
	TLIE2008A Process workplace documentation
<b>F Safety Management</b>	TLIF2006A Apply accident-emergency procedures
<b>I Customer Service</b>	TLII1002A Apply customer service skills

**Group B**  
**TLI21210 Certificate II in Driving Operations**  
**(Tow Truck)**

<b>Field</b>	<b>Unit</b>
<b>B Equipment Checking and Maintenance</b>	TLIB2079A Set up and secure a towing situation
<b>C Vehicle Operation</b>	TLIC3035A Manage the operation of a tow truck
<b>D Load Handling</b>	TLID2004A Load and unload goods/cargo
<b>E Communication and Calculation</b>	TLIE2008A Process workplace documentation
<b>I Customer Service</b>	TLII1002A Apply customer service skills

**Group C**  
**TLI21210 Certificate II in Driving Operations**  
**(Taxi)**

<b>Field</b>	<b>Unit</b>
<b>B Equipment Checking and Maintenance</b>	TLIB2090A Use communication systems in a taxicab
<b>F Safety Management</b>	TLIF2072A Comply with safety and security procedures
<b>H Route Planning and</b>	TLIH3004A Identify major roads, services and attractions

<b>Field</b>	<b>Unit</b>
<b>Navigation</b>	
<b>I Customer Service</b>	TLII2019A Provide taxicab customer service
<b>L Resource Management</b>	TLIL2060A Complete induction to the transport industry
<b>P Administration and Finance</b>	TLIP2037A Carry out financial transactions and maintain records

**Group D**  
**TLI21210 Certificate II in Driving Operations**  
**(Community Service)**

<b>Field</b>	<b>Unit</b>
<b>B Equipment Checking and Maintenance</b>	TLIB2004A Carry out vehicle inspection
<b>C Vehicle Operation</b>	TLIC3011A Transport passengers with disabilities
<b>D Load Handling</b>	TLID2004A Load and unload goods/cargo
<b>E Communication and Calculation</b>	TLIE2008A Process workplace documentation
<b>F Safety Management</b>	TLIF2019A Ensure a safe on-board passenger and working environment
<b>J Quality</b>	TLIJ2001A Apply quality procedures

**Group E**  
**TLI21210 Certificate II in Driving Operations**  
**(General)**

<b>Field</b>	<b>Unit</b>
<b>A Handling Cargo/Stock</b>	TLIA1001A Secure cargo
<b>B Equipment Checking and Maintenance</b>	TLIB2004A Carry out vehicle inspection
<b>D Load Handling</b>	TLID2004A Load and unload goods/cargo

Field	Unit
<b>E Communication and Calculation</b>	TLIE1003A Participate in basic workplace communication
	TLIE2008A Process workplace documentation
<b>I Customer Service</b>	TLII1002A Apply customer service skills

**Elective units:**

Field	Unit
<b>A Handling Cargo/Stock</b>	TLIA1001A Secure cargo
	TLIA2041A Manually sort mail and parcels
	TLIA2042A Despatch mail
	TLIA2043A Consolidate mail
	TLIA2044A Carry out delivery operations
	TLIA2045A Process international parcels and letters
	TLIA2046A Process parcels and letters
	TLIA2047A Stream mail
	SIRCDIS302 Deliver medicines to customers outside the pharmacy
<b>B Equipment Checking and Maintenance</b>	TLIB2004A Carry out vehicle inspection
	TLIB2079A Set up and secure a towing situation
	TLIB1080A Use, clean and maintain towing equipment
	TLIB2090A Use communication systems in a taxicab
<b>C Vehicle Operation</b>	TLIC3011A Transport passengers with disabilities
	TLIC2012A Ride courier/delivery motorcycle
	TLIC1013A Ride courier/delivery bicycle
	TLIC3035A Manage the operation of a tow truck
	TLIC2040A Provide wheelchair accessible taxi services to passengers with disabilities
	TLIC2049A Operate heavy vehicle on unsealed roads
	TLIC1051A Operate commercial vehicle
<b>D Load Handling</b>	TLID2004A Load and unload goods/cargo
	TLID2029A Prepare articles for delivery



<b>Field</b>	<b>Unit</b>
<b>E Communication and Calculation</b>	TLIE1003A Participate in basic workplace communication TLIE3004A Prepare workplace documents TLIE2008A Process workplace documentation
<b>F Safety Management</b>	TLIF2006A Apply accident-emergency procedures TLIF2019A Ensure a safe on-board passenger and working environment TLIF2072A Comply with safety and security procedures
<b>H Route Planning and Navigation</b>	TLIH3002A Plan and navigate routes TLIH3004A Identify major roads, services and attractions
<b>I Customer Service</b>	TLII1002A Apply customer service skills TLII2019A Provide taxicab customer service
<b>J Quality</b>	TLIJ2001A Apply quality procedures
<b>K Technology</b>	TLIK2010A Use infotechnology devices in the workplace TLIK2003A Apply keyboard skills
<b>L Resource Management</b>	TLIL2060A Complete induction to the transport industry
<b>LIC Licensing Units</b>	TLILIC2014B Licence to drive light rigid vehicle TLILIC2015B Licence to drive medium rigid vehicle TLILIC2016B Licence to drive heavy rigid vehicle
<b>P Administration and Finance</b>	TLIP2030A Conduct courier/delivery cash transactions TLIP2037A Carry out financial transactions and maintain records
<b>O Security</b>	TLIO2021A Follow security procedures when working with goods and cargo
<b>U Environment</b>	TLIU1009A Monitor plant and equipment in an environmentally sustainable manner