



**Australian Government**

# **TLI41810 Certificate IV in Warehousing Operations**

**Release 3**

## **TLI41810 Certificate IV in Warehousing Operations**

### **Modification History**

Release 3 - TLIM4004A added to electives. Equivalent.

### **Description**

#### **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 4. Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills.

### **Pathways Information**

Not Applicable

### **Licensing/Regulatory Information**

Not Applicable

## Entry Requirements

### Entry requirements

There are no entry requirements for this qualification.

## Employability Skills Summary

### Employability Skills Summary for TLI41810 Certificate IV Warehousing 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>• Establish and implement communication systems and procedures required for warehousing operations</li><li>• Listen to and interpret verbal information related to warehousing operations</li><li>• Read and interpret relevant regulations, instructions, signs and labels applicable to warehousing operations</li><li>• Speak clearly and directly on diverse and complex matters related to warehousing operations</li><li>• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports</li><li>• Negotiate complex issues with others in the course of warehousing operations</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>• Provide leadership to warehousing and storage personnel</li><li>• Motivate others in the workplace</li><li>• Collaborate with others in the course of warehousing operations</li><li>• Manage the resolution of any interpersonal conflicts that may arise during warehousing operations</li><li>• Manage the avoidance and prevention of harassment of others in the workplace</li><li>• Manage 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 complex problems arising in the course of warehousing operations</li><li>• Monitor and anticipate problems that may occur in the course of warehousing operations including hazards and risks and take</li></ul>

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b> appropriate action to report or resolve the problems within limits of responsibility
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"><li>• Manage the control of hazards and risks in a range of complex and diverse situations that may arise during warehousing operations</li><li>• Use mathematics to solve problems such as various calculations related to a wide range of warehousing operations.</li><li>• Modify activities dependent on differing warehousing situations and contingencies</li><li>• Take appropriate initiatives in a diverse range of operational situations such as those above</li><li>• Manage the response 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>• Implement and monitor operational and emergency plans, systems and procedures</li><li>• Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice</li><li>• Monitor the implementation of the workplace security and safety management systems (where applicable)</li><li>• Monitor and evaluate operational performance and compliance</li><li>• Collect and interpret information needed when supervising warehousing operations</li><li>• Organise and plan own supervisory activities</li><li>• Manage time and priorities in the course of warehousing operations.</li></ul>
<b>Self management</b>	<ul style="list-style-type: none"><li>• Interpret and apply relevant regulations and instructions</li><li>• Establish and follow own work plans and schedules</li><li>• Evaluate and monitor own work performance.</li></ul>
<b>Learning</b>	<ul style="list-style-type: none"><li>• Organise learning and assessment activities for others in the workplace</li><li>• Manage adaptation of others in the workplace to any changes in warehousing and storage systems, equipment and procedures and the workplace operating environment</li><li>• Instruct, coach or mentor others in the workplace as required</li><li>• Contribute to the assessment of the competence of others in the workplace</li><li>• Assist in creating a learning environment in the workplace</li><li>• Adapt own competence in response to any changes in warehousing operations</li><li>• Update own knowledge and skills required for warehousing supervisory activities.</li></ul>
<b>Technology</b>	<ul style="list-style-type: none"><li>• Use complex equipment and systems required during</li></ul>

- Employability Skill**      **Industry/enterprise requirements for this qualification include:**
- warehousing operations
  - Implement and monitor operational and maintenance procedures and systems for equipment used during warehousing operations
  - Implement and monitor the application of OH&S procedures when using warehousing equipment and facilities.

## Packaging Rules

### Requirements for completion of the qualification:

A successful assessment outcome for a total of **20 units** of competency comprising:

- **2 core units** listed below

plus

- **18 elective units** which may be taken from the elective units listed below, or may include up to **3 units** drawn with appropriate contextualisation from the remaining elective units or from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

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

### Core units:

Field	Unit
<b>F Safety Management</b>	TLIF1001A Follow occupational health and safety procedures
<b>L Resource Management</b>	TLIL1001A Complete workplace orientation/induction procedures

### Elective units:

Field	Unit
<b>A Handling Cargo/Stock</b>	TLIA4025A Regulate temperature controlled stock
	TLIA4028A Assess and monitor optimum stock levels
	TLIA4031A Consolidate freight
	TLIA4032A Organise transport of freight or goods
<b>D Load Handling</b>	TLID2010A Operate a forklift
<b>E Communication and Calculation</b>	TLIE4006A Collect, analyse and present workplace data and information
	TLIE4013A Apply workplace statistics
<b>F Safety Management</b>	TLIF3093A Implement chain of responsibility regulations
	TLIF4007A Implement and coordinate accident-emergency procedures
	TLIF4014A Develop and maintain a safe workplace

	TLIF4094A	Ensure compliance with chain of responsibility
<b>G Teamwork</b>	TLIG4005A TLIG4006A TLIG3002A	Organise transport workload Facilitate work teams Lead a work team or group
<b>I Customer Service</b>	TLII4001A TLII4005A	Coordinate quality customer service Market services and products to clients
<b>J Quality</b>	TLIJ3002A	Apply quality systems
<b>L Resource Management</b>	TLIL4005A TLIL4009A TLIL4010A TLIL4021A TLIL4032A TLIL4033A TLIL4036A TLIL4037A	Apply conflict/grievance resolution strategies Manage personal work priorities and professional development Assess and confirm customer transport requirements Coordinate the erection and dismantling of temporary storage facilities Implement equal employment equity strategies Promote effective workplace practice Develop rosters Apply and amend rosters
<b>LIC Licensing Units</b>	TLILIC2001A TLILIC2002A	Licence to operate a forklift truck Licence to operate an order picking forklift truck
<b>M Mentoring</b>	TLIM4004A	Mentor individuals or small groups
<b>P Administration and Finance</b>	TLIP4001A TLIP4002A TLIP4005A TLIP4031A	Develop plans to meet customer and organisation needs Facilitate and capitalise on change in the workplace Manage workplace information Maintain customer credit accounts and services
<b>R Contract</b>	TLIR4001A	Monitor supplier performance

<b>Procurement</b>	TLIR4002A Source goods/services and evaluate contractors
<b>U Environment</b>	TLIU4001A Implement and monitor environmental protection policies and procedures TLIU4010A Develop workplace policy and procedures for sustainability TLIU3011A Implement and monitor environmentally sustainable work practices