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INTRODUCTION

The major cost considerations in transport & distribution are capital and human resources. Much of industry's focus is centred around capital costs. To maintain their market position with the global environment companies take great care when investing in capital purchases. Potential new purchases are benchmarked against quality, value for money, organisational/market opportunities etc...

The industry also invests heavily in its human resources particularly through training. In 1996 the Australian Bureau of Statistics placed spending on training in the Transport & Distribution seventh out of sixteen industries, spending approximately \$69 million per annum. As with capital purchases companies should be able to benchmark its spending on training against quality, value for money, organisational/market opportunity. This Training Package provides the standards by which industry can do this.

Companies operating within the industry cannot take the risk of committing scarce resources to a training system that is not based on nationally agreed quality benchmarks. Further, the system must deliver national qualifications, consistency of training outcomes within and across occupational and/or industry sectors and meet best practice guidelines.

The changing face of the industry has forced many companies to look to training in making a seamless transition from the old to the new. The change stems from a multitude of sources such as: new work practices, the penetration of technology, increasing level of automation, amendments to relevant legislation and the changing overall structure of the economy. It is important for the Australian economy that the industry accommodates change.

With a strong Transport & Distribution network involving state of the art capital and a skilled workforce Australia can effectively take advantage of the considerable opportunities emerging from South East Asia.

This package is designed to help companies and training organisations produce a flexible and nationally consistent competent workforce for the transport & distribution industry.

This users guide provides general information on training packages, discusses the integrated approach adopted in transport & distribution, and gives guidance on implementing the training package. To demonstrate the widespread industry support for the training package information is also provided on how the package was developed.

In addition to working through this users guide, enterprises can also use the services of TDT Australia in developing an enterprise specific training system drawn from this package. TDT Australia can be contacted as follows:

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TRAINING PACKAGES

The fundamental aim of this training package is to enhance enterprises and individuals choice and ownership of high quality training within the industry. It does this by:

- Allowing enterprises/individuals to package together competency units which meet their direct need.
- Fostering closer relationships between enterprises and the registered training organisation of their choice.
- Ensuring effective utilisation of limited training dollars.
- Allowing enterprises to value individual units of competence as they see appropriate.

These aims are achieved within a national framework, ensuring national standards are maintained, and allowing individuals to build careers through the accumulation of units of competence and qualifications.

The packages allow training providers to develop flexible training programs to meet particular client needs while maintaining the core integrity of a national qualification.

The following provides a detailed description of all the components of a training package. In summary, the endorsed component provides the national quality benchmark for the training system within industry. The non-endorsed component provides the strategies and resources for the delivery of training and assessment.

The non-endorsed component may be developed by individual training organisations as part of their quality competitive advantaged. Alternatively, **nationally recognised training materials, including learners guides and assessor guides can be purchased through TDT Australia.**

WHAT ARE TRAINING PACKAGES

ENDORSED COMPONENT

Competency Standards

A set of broadly-based industry and enterprise competency units which define the full range of workplace requirements across those industry sectors covered by the Training Package.

Key Features

- Each unit identifies a discrete workplace requirement
- Units will incorporate underpinning skills and knowledge, key competencies, language, literacy and numeracy, and occupational health and safety requirements
- Must be flexible in application but sufficiently detailed to guide registered training organisations and assessors and provide consistent outcomes

Assessment Guidelines

Provide advice on specific industry assessment arrangements to underpin the assessment of competencies attained and form the bases for the issuing of national qualifications and statements of attainment.

Key Features

- Outline industry approach and processes to ensure valid and reliable assessments of competency, both in the workplace and institutional contexts
- Developed and agreed by industry within broad national principles
- Normally one set will be developed and applied across the range of qualifications in the Training Package

Qualifications

A range of national qualifications based on combinations of competency units which provide meaningful outcomes at an industry or enterprise level.

Key Features

- Each set of units is aligned directly against the Australian Qualifications Framework (AQF)
- Within a Training Package, qualifications may range from Certificate I to Advanced Diploma levels, and will include recommended national titles
- Will identify New Apprenticeship pathways within the Training Package

NON-ENDORSED

Learning Strategy

An optional component providing information on how training programs may be organised in workplaces and through registered training organisations to deliver competency-based national qualifications.

Key Features

- May include information on learning pathways and training for specific client groups, model training programs and a range of training materials to support trainers and individuals, for example: learner guides, workplace coach guides

Assessment Materials

An optional component providing assessment materials to support the industry's assessment guidelines.

Key Features

- May include advice on the use of assessment materials and information on how to modify assessment materials to suit particular situations

Professional Development Materials

An optional component to assist trainers, teachers, employers, trainees and others seeking to use the Training Package.

Key Features

- May include information on the use of the Training Package and supporting resource materials, or refer users to other useful professional development materials

TRANSPORT & DISTRIBUTION INTEGRATED APPROACH

TRANSPORT CHAIN

The Transport chain is an enormous system of ports, shipping, road, railways, freight yards, airports and distribution centres. Transport and Distribution contributes 6% of GDP. Whilst each sector has stand alone attributes none can truly operate independently from other elements of the system.

Many Transport & Distribution companies have recognised and responded to the similarities that exists between each of the sectors. Since the 1950s Australia has witnessed companies offering a greater number of services across the sectors. Through this process of expansion, they have been able to reduce costs and offer prospective clients an integrated logistics system.

In addition, other companies have identified niche markets that have been able to develop through providing quality specialist services.

The development of an integrated Training Package facilitates the multiple structures of the Transport & Distribution industry. The package meets both needs providing sector specific competencies as well as units that are common across all of the sectors.

CROSS INDUSTRY STANDARDS

In addition to those companies which form part of the dedicated transport chain, a number of other industries have a peripheral involvement in the transportation, storage and distribution of goods and cargo. This training package should act as a benchmark to those industries in any training package development being undertaken.

The transport & distribution package will undergo continuous improvement through the revision of existing standards as well as the inclusion of additional occupational groups. As such other industries are encouraged not to include transport & distribution units directly in their competency standards manual. Rather it is suggested that reference is made in qualification packaging to obtain the latest version of the transport & distribution standards.

Many transport & distribution companies need to include standards drawn from other industries in developing relevant training programs. This is encouraged, however, at present cross credit can only be assured toward the achievement of a statement of attainment.

COMMON UNITS ACROSS THE THREE SECTORS

It is recognised that a number of the units can be applied in each of the sectors. This reflects the similarities that exist between the sectors. To overcome unnecessary duplication of standards and difficulties in application common units have been developed where relevant. Areas involved include:

- forklift operation and goods handling
- customer service
- keyboard skills and the use of computers and technology in the workplace leading and working within teams
- occupational health & safety and first aid
- communication and conflict resolution
- workplace calculations
- quality management and improvement
- training and assessment

ACCESS & EQUITY

A key objective of the transport & distribution training package is to open pathways by which competency can be achieved.

The package does not mandate one assessment process. Instead, it promotes a variety of assessment processes to ensure all workplaces can participate in the system.

Similarly, the package does not lock a company and/or individual into a pre determined training program that may not reflect their operational needs. Rather, it encourages the selection of units in any combination so as to reflect the diverse work roles that exist within and across occupations.

This package ensures qualifications are not based solely on the achievement of narrow technical skills.

It provides a variety of pathways for people to have skills recognised including training, OH&S, leadership etc...

This is reflective of modern workplace practices that recognise a breadth of expertise rather than a narrow technical skills based approach. In the process the package promotes the concept of access & equity.

LICENSING

The transport & distribution industry is highly regulated by licenses. Consequently, much of the training within the industry has been license focused. However, this does not facilitate the development of a high skilled, flexible and multi skilled labour force. To achieve these ends, the basket of skills that are required in conjunction with a license need to be identified. The training package allows enterprises, registered training organisations and individuals to move beyond a narrow licensing culture to one that meets modern workplace practices.

Users should note, the holding of the relevant license is a pre-requisite to achieving competence against equipment/vehicle or activity regulated by a licensing system. Alone, the license is not sufficient to guarantee competence. Competency standards set a workplace performance benchmark that is greater than is required to obtain a license.

ALIGNMENT TO THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

To ensure the complexity of skills being applied can be differentiated the Australian Qualifications Framework (AQF) has been established.

The transport & distribution training package at this stage focuses at the operational level and extends to AQF level 4.

It is generally agreed that AQF level 1 is entry level, level 3 is base trade or equivalent.

The training package is based on a cumulative model. Consequently to progress to a higher level, competence must have been achieved in the required number of units at the lower level/s. It is envisaged that by adopting a cumulative approach the possibility of artificial qualification being created are diminished greatly.

IMPLEMENTING THE TRANSPORT & DISTRIBUTION TRAINING PACKAGE

CUSTOMISATION

It is vital that the Training Package can be implemented at the enterprise level. To aid this process customisation of the standards is actively encouraged.

To maintain the integrity of the package, the following general guidelines are provided as to what constitutes an acceptable level of customisation.

Changes to the unit title are not permitted. This would impede the development of a truly national training system and reduce the effectiveness of the transport & distribution qualifications.

The substance of the Elements & Performance Criteria can not be changed. This does not preclude the incorporation of enterprise quality practices or specific enterprise terminology.

It is appreciated that the standards are applied within different contexts. Consequently, amendments can be made to the Range of Variables. The Evidence Guide may also require to be altered to allow for organisations Quality Assurance and Customer Service procedures to be included for the purpose of assessment.

When customising the standards the Registered Training Organisation and/or enterprise must ensure that any qualification generated must be as a minimum be comparable to a qualification achieved against the industry standards.

ADOPTING OTHER STANDARDS

When incorporating other industry standards, users of this package are encouraged to select units of competency from the original source. This ensures any units that are selected outside this package are current and reflect best practice within the industry from which they are drawn.

BUILDING THE QUALIFICATION

Enterprises, individuals and Registered Training Organisations should take advantage of the flexibility provided in the qualification framework to build qualifications that create real jobs in industry.

Units can be packaged together to meet the specific needs of occupations while also providing options for multi skilling. This flexibility should be used to the benefit of small, medium and large organisations. Individuals are also encouraged to build career pathways through the accumulation of relevant units.

This level of flexibility reflects the multiple job roles, enterprise requirements and changing technological nature of the transport & distribution industry. It is expected however that users select units which, packaged together, provide a coherent qualification, inclusive of all the competencies necessary to fulfill occupational requirements.

Importantly the flexibility of packaging with the qualification framework must be considered within responsibility of individuals, enterprises and/or registered training organisation to package units together to meet the legislative requirements and/or industry codes of practice necessary at the occupational level.

Five examples are given on how the units can be packaged to provide qualifications linked to real jobs. These are examples only and should not be seen as pre-empting any packaging considerations of enterprises, industry associations etc...

The examples given also demonstrate how units can be packaged together under the New Apprenticeship System.

CERTIFICATE IN TRANSPORT & DISTRIBUTION (ROAD TRANSPORT)

FURNITURE REMOVALIST		
Level 1	Level 2	Level 3
1. Complete induction procedures	1. Operate a forklift	1. Drive medium rigid/heavy vehicles
2. Work effectively with others in a team	2. Load and unload goods	2. Provide first aid in the workplace
3. Housekeeping	3. Handle furniture and effects	3. Lead work team or group
4. Follow Occupational Health and Safety procedures	4. Pack and unpack cartons for removal	4. Manage breakdowns and emergencies
5. Apply customer service skills	5. Carry out vehicle maintenance	5. Plan and navigate routes
6. Workplace calculations	6. Interpret road maps and navigate routes	6. Apply quality procedures
7. Participate in workplace communications	7. Prepare workplace documents	7. Use computers in the workplace

LIVESTOCK DRIVER		
Level 1	Level 2	Level 3
1. Complete induction procedures	1. Drive medium rigid vehicle	1. Drive heavy combination vehicles
2. Drive vehicles	2. Carry out vehicle maintenance	2. Operate vehicle carrying special loads
3. Housekeeping	3. Carry out maintenance of trailers	3. Load and unload vehicles carrying special loads
4. Follow occupational health and safety procedures	4. Apply fatigue management strategies	4. Care for livestock in transit
5. Work effectively with others in a team	5. Care for environment	5. Manage breakdowns and emergencies
6. Workplace calculations	6. Interpret road maps and navigate routes	6. Plan and navigate routes
7. Participate in workplace communications	7. Prepare workplace documents	7. Carry out maintenance of vehicles designed to carry special loads

CERTIFICATE IN TRANSPORT & DISTRIBUTION (WAREHOUSING)

SMALL BUSINESS		
Level 1	Level 2	Level 3
<ol style="list-style-type: none"> 1. Shift materials safely 2. Use manual handling equipment 3. Participate in workplace communication 4. Carry out workplace calculations 5. Follow occupational health and safety procedures 6. Conduct Housekeeping Activities 7. Work effectively with others 	<ol style="list-style-type: none"> 1. Package goods 2. Pick and process orders 3. Receive goods 4. Replenish Stock 5. Despatch Stock 6. Use product knowledge to complete work operations 7. Operate a forklift 	<ol style="list-style-type: none"> 1. Load and unload goods 2. Participate in Stocktakes 3. Use inventory systems to organise stock control 4. Organise despatch operations 5. Organise receival operations 6. Apply quality systems 7. Use inventory systems to organise stock control

LARGE BUSINESS		
Level 1	Level 2	Level 3
<ol style="list-style-type: none"> 1. Shift materials safely 2. Participate in workplace communication 3. Carry out workplace calculations 4. Follow occupational health and safety procedures 5. Conduct housekeeping activities 6. Work effectively with others 7. Complete induction procedures 	<ol style="list-style-type: none"> 1. Despatch Stock 2. Use product knowledge to complete operations 3. Use infotechnology devices in the workplace 4. Apply customer service skills 5. Participate in Stocktakes 6. Load and unload goods 7. Receive Goods 	<ol style="list-style-type: none"> 1. Complete receival/despatch documentation 2. Organise receival operations 3. Advanced Forklift Operations 4. Estimate/Calculate Mass, area and quantity dimensions 5. Lead work team or group 6. Test Equipment and isolate faults 7. Organise Despatch Operations

CERTIFICATE/S IN TRANSPORT & DISTRIBUTION (STEVEDORING)

CONTAINER TERMINAL		
Level 1	Level 2	Level 3
<ol style="list-style-type: none"> 1. Secure cargo 2. Shift materials safely 3. Participate in workplace communication 4. Carry out workplace calculations 5. Follow occupational health and safety procedures 6. Conduct cleaning operations in enclosed space 7. Complete induction procedures 	<ol style="list-style-type: none"> 1. Connect & disconnect reefer unit 2. Check and assess operational capability of equipment 3. Load & unload goods/cargo 4. Complete import/export documentation 5. Monitor security 6. Apply emergency/accident procedures 7. Use Infotechnology devices in the workplace 	<ol style="list-style-type: none"> 1. Maintain container/cargo records 2. Process movement of containers & cargo 3. Transfer cargo 4. Transfer container/cargo using heavy equipment 5. Present workplace information 6. Apply quality systems 7. Prepare workplace documents

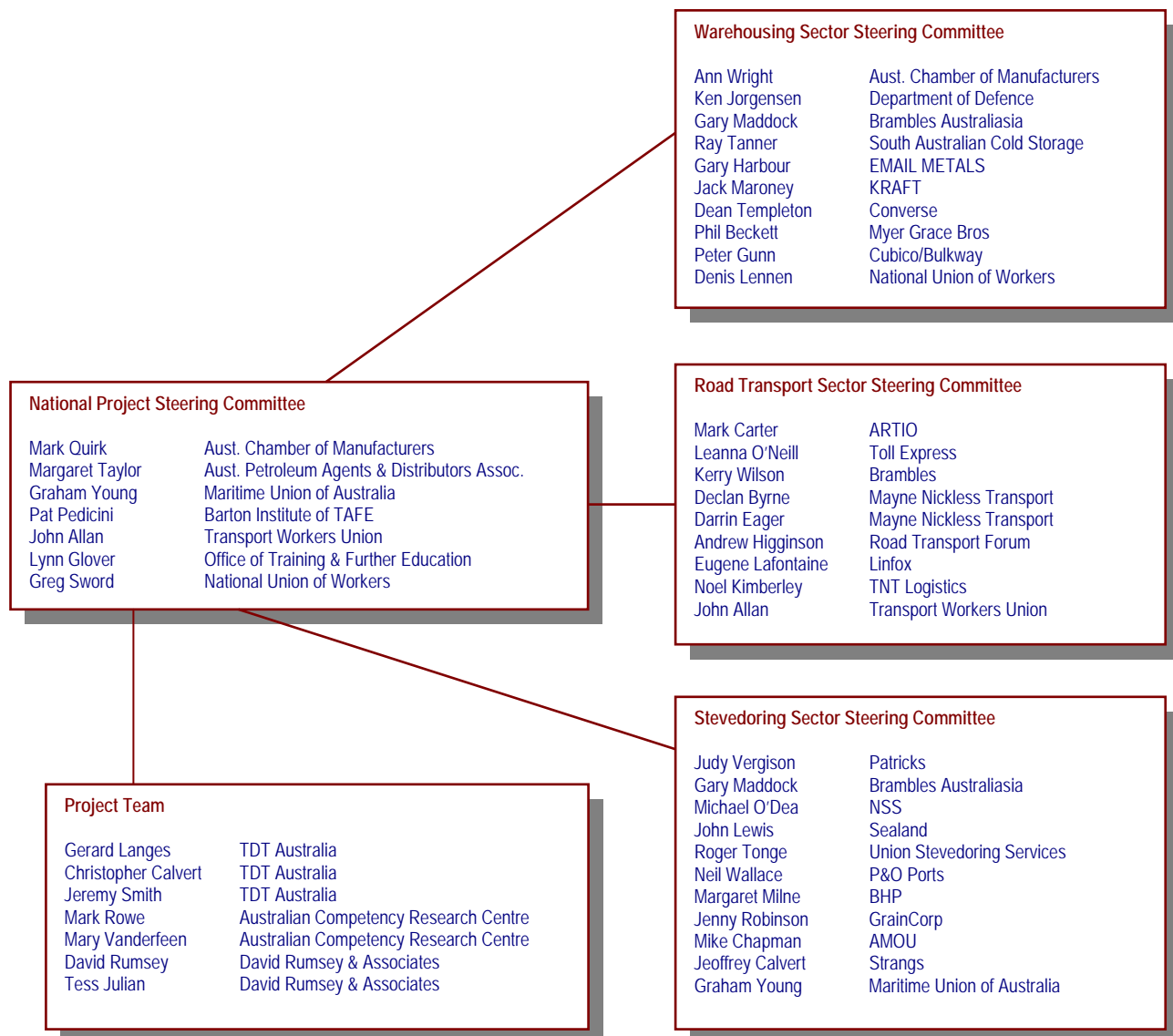
BULK & GENERAL OPERATIONS		
Level 1	Level 2	Level 3
<ol style="list-style-type: none"> 1. Secure cargo 2. Shift materials safely 3. Use manual handling equipment 4. Work effectively with others 5. Follow occupational health and safety procedures 6. Conduct Housekeeping Activities 7. Participate in workplace communications 	<ol style="list-style-type: none"> 1. Check & assess operational capability of equipment 2. Handle dangerous and hazardous goods 3. Load & unload goods/cargo 4. Transfer load using light equipment 5. Apply emergency/accident procedures 6. Apply customer service skills 7. Use Infotechnology devices in the workplace 	<ol style="list-style-type: none"> 1. Transfer cargo 2. Transfer container/cargo using heavy equipment 3. Estimate/calculate mass, area and quantify dimensions 4. Prepare workplace documents 5. Implement & monitor occupational health & safety procedures 6. Provide first aid in the workplace 7. Apply quality systems

TRAINING PACKAGE DEVELOPMENT

This training package was developed by industry for industry. Industry was involved in the development process at both the management and the technical level.

A national steering committee was established to oversee the progress of the training package development and to provide policy and procedural guidance to the project team. In addition sector steering committees were established to provide direction in relation to specific sector requirements.

The following diagram illustrates how the training package development was managed.



METHODOLOGY

The development stage was broken down into manageable steps. The steps followed were:

- Step 1** Development of draft prototype units, draft standards framework and validation methodology.
- Step 2** Confirmation of unit format, draft standards framework and validation methodology.
- Step 3** Development of first draft of standards.
- Step 4** Industry focus group where held in each capital city with key stake holders.
- Step 5** Mapping of standards to: (1) related standards, (2) Key Competencies.
- Step 6** A copy of the draft standards and an appropriate covering letter and pro-forma were mailed out to identified persons in the industry for comment and feedback.
- Step 7** Validation workshops were conducted in each state.
- Step 8** The validation feedback analysed and the standards were re-drafted accordingly.
- Step 9** Final draft of the standards and prepared received. The documentation was provided to the Project Manager in both hard copy and electronic format.

CONSULTATION/VALIDATION

Consultation and validation workshops were held in each state capital city, with each sector adopting slightly varying approaches.

The Road Transport sector developed skill descriptors which were validated by industry in November 1996. Given this initial scoping consultations were not required. Industry participated in standards validation exercises including workshops, and written feedback.

In warehousing, the sector had not been consulted on standards since 1993. It was important to alert industry to the new training package approach and engender participation. Preliminary workshops were held in each state to gain industry feedback on the nature, scope and framework of the training package. These workshops were followed by validation exercises including workshops, written feedback and site visits.

Consultation in the stevedoring sector reflected the national nature of industry. Two national workshops were conducted with participation by the majority of the industry.

To ensure the involvement of industry operating out of the territories money was set aside to allow them to send representatives to the consultation workshop of their preference. This money was made available through the State Industry Training Advisory Body.

Further, State Industry Advisory Bodies were offered the opportunity to run additional workshops to outline the project and allow industry to make comment on the package. This additional layer of consultation allowed each state to have ownership of the process and development of the standards.

Critical to the validation was the participation of small, medium and large enterprises across each state/territory. The list below provides details on those consulted during the development of this package.

A final step in the consultation process was making the draft documents available to other national ITABs. Five national ITABs sought drafts to review.

CONSULTATION LIST

ACT Regional Transport Industry Training Council AllFood	Golden Circle Gordon & Gotch Pay Centre	Penguin Books Australia Pukapunyal Log Battalion
Atkins Carlyle Ltd	Grace Bros	ORTA Transport Training Services
Austral Steel - Eagle & Globe	Hobart Cold Storage Centre	RAND Somerton
Australia Post	Holmesglen TAFE	Randwick Logistic Company
Australian Institute of Petroleum	Independant Hardware Distributors	Readymix Concrete
Australian National Training Authority	IVEC	Redline Coaches
Barton Institute	K&S Freighters	Repco Central Store
Boral Transport	Ken Raye Training Services Pty Ltd	Road Transport Industry Training Committee Road Transport Training Council of WA
Brambles Australiasia	KMART	
Brambles WA	KRAFT Foods	Robert Bosch (Aust)
Bridgestone	KS Easter Jnr Hauliers	Russell Transport
Carpentaria Transport	Leigh Marden	SA Bus and Coach Association
Chas Wilson	Linfox	Safeways
Clelands Cold Storage	Logistics & Distribution Management	Seimans Ltd
Coca Cola Amatil (Holdings) Pty Ltd	L'Oreal Marigny (Mulgrave)	Skillslink
Comet Kwikasair Express	MARMD	Smith & Nephew
Coventrys	Matilda Bay Brewing Company	Statewide Independent Wholesalers
Croner Tyco	Mayne Nickless Express	Transport and Distribution ITAB (Old)
Dangerous Goods Services Pty Ltd	Mitsubishi Motors	Transport Training Victoria
Davids Distribution	Nathan's Removals	WA Department of Transport
Department of Defence	National Transport Insurance	WA Logistics Training
Detmold Packaging	National Union of Workers (National Office)	Walkers Moving and Storage
Dymel Distribution	Newskills Ltd	Western Adelaide Institute of TAFE
Faulding Healthcare NSW	NRTC	Western Melbourne Institute of TAFE
Faulding Healthcare QLD	NSW RTA	Woolworths Ltd
Faulding Healthcare SA	NSW Taxi Council	Wridgways
Faulding Healthcare TAS	P&O Cold Storage Ltd	Wrightway Road Training
Fauldings Healthcare VIC	Pacific Brands	