



Australian Government

TLI21210 Certificate II in Driving Operations

Release 4

TLI21210 Certificate II in Driving Operations

Modification History

Release 4. This is the fourth release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

In Release 4:

- 3 units have been added to the licensing or industry units list
- 1 unit has been added to the general elective units.

Release 4 is equivalent to previous release.

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 2. 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
- Tow Truck Driver.

Pathways Information

Not Applicable.

Licensing/Regulatory Information

Refer to Description.

Entry Requirements

There are no entry requirements for this qualification.

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.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Use communication systems and procedures used in relation to driving within the road transport industry • Read and follow relevant, instructions, manuals, notices and signs applicable in relation to the role of driving within the road transport industry • Speak clearly and directly on matters related to their role in relation to driving within the road transport industry • Listen to and interpret verbal information related to their role in relation to driving within the road transport industry • Complete documents as part of duties, including completion of relevant forms • Recognise and interpret non-verbal signs, signals and behaviour • Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none"> • Participate in the resolution of any interpersonal conflicts that may arise during driving within the road transport industry • Avoid and prevent the harassment of others in the workplace • Collaborate with others within the role of driving within the road transport industry • 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 driving within the road transport industry • 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 • Recognise hazards and risks in a range of on road and depot situations and take appropriate precautions.

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

Packaging Rules

Requirements for achievement of the qualification

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

- **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

Field		Unit	
D	Load Handling	TLID1001A	Shift materials safely using manual handling methods
E	Communication and Calculation	TLIE1005A	Carry out basic workplace calculations
F	Safety Management	TLIF1001A	Follow occupational health and safety procedures
		TLIF2010A	Apply fatigue management strategies

H	Route Planning and Navigation	TLIH2001A	Interpret road maps and navigate pre-determined routes
L	Resource Management	TLIL1001A	Complete workplace orientation/induction procedures

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

Field		Unit	
C	Vehicle Operation	TLIC1051A	Operate commercial vehicle
		TLIC2009A	Drive taxicab
		TLIC2012A	Ride courier/delivery motorcycle
		TLIC2002A	Drive light rigid vehicle
		TLIC3003A	Drive medium rigid vehicle
		TLIC3004A	Drive heavy rigid vehicle
LIC	Licensing	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: Medium Freight

Field		Unit	
B	Equipment Checking and Maintenance	TLIB2004A	Carry out vehicle inspection
D	Load Handling	TLID2004A	Load and unload goods/cargo
E	Communication and Calculation	TLIE3004A	Prepare workplace documents
		TLIE2008A	Process workplace documentation

F	Safety Management	TLIF2006A	Apply accident-emergency procedures
I	Customer Service	TLII1002A	Apply customer service skills

Group B: Tow Truck

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

Group C: Taxi

Field		Unit	
B	Equipment Checking and Maintenance	TLIB2090A	Use communication systems in a taxicab
F	Safety Management	TLIF2072A	Comply with safety and security procedures
H	Route Planning and Navigation	TLIH3004A	Identify major roads, services and attractions
I	Customer Service	TLII2019A	Provide taxicab customer service
L	Resource Management	TLIL2060A	Complete induction to the transport industry
P	Administration and Finance	TLIP2037A	Carry out financial transactions and maintain records

Group D: Community Service

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

Group E: General

Field		Unit	
A	Handling Cargo/Stock	TLIA1001A	Secure cargo
B	Equipment Checking and Maintenance	TLIB2004A	Carry out vehicle inspection
D	Load Handling	TLID2004A	Load and unload goods/cargo
E	Communication and Calculation	TLIE1003A	Participate in basic workplace communication
		TLIE2008A	Process workplace documentation
I	Customer Service	TLII1002A	Apply customer service skills

General Elective Units

Field		Unit	
A	Handling Cargo/Stock	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	Equipment Checking and Maintenance	TLIB1080A	Use, clean and maintain towing equipment
		TLIB2004A	Carry out vehicle inspection
		TLIB2079A	Set up and secure a towing situation
		TLIB2090A	Use communication systems in a taxicab
C	Vehicle Operation	TLIC1013A	Ride courier/delivery bicycle
		TLIC1051A	Operate commercial vehicle
		TLIC2012A	Ride courier/delivery motorcycle
		TLIC2040A	Provide wheelchair accessible taxi services to passengers with disabilities
		TLIC2049A	Operate heavy vehicle on unsealed roads
		TLIC3011A	Transport passengers with disabilities
		TLIC3035A	Manage the operation of a tow truck
D	Load Handling	TLID2004A	Load and unload goods/cargo
		TLID2029A	Prepare articles for delivery
E	Communication and Calculation	TLIE1003A	Participate in basic workplace communication
		TLIE2008A	Process workplace documentation
		TLIE3004A	Prepare workplace documents
F	Safety Management	TLIF2006A	Apply accident-emergency procedures
		TLIF2019A	Ensure a safe on-board passenger and working

			environment
		TLIF2072A	Comply with safety and security procedures
		TLIF2092A	Demonstrate awareness of chain of responsibility regulations
H	Route Planning and Navigation	TLIH3002A	Plan and navigate routes
		TLIH3004A	Identify major roads, services and attractions
I	Customer Service	TLII1002A	Apply customer service skills
		TLII2019A	Provide taxicab customer service
J	Quality	TLIJ2001A	Apply quality procedures
K	Technology	TLIK2003A	Apply keyboard skills
		TLIK2010A	Use infotechnology devices in the workplace
L	Resource Management	TLIL2060A	Complete induction to the transport industry
LI C	Licensing	TLILIC2014B	Licence to drive light rigid vehicle
		TLILIC2015B	Licence to drive medium rigid vehicle
		TLILIC2016B	Licence to drive heavy rigid vehicle
O	Security	TLIO2021A	Follow security procedures when working with goods
P	Administration and Finance	TLIP2030A	Conduct courier/delivery cash transactions
		TLIP2037A	Carry out financial transactions and maintain records
U	Environment	TLIU1009A	Monitor plant and equipment in an environmentally