



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLI21610 Certificate II in Warehousing Operations**

**Release: 2**

## **TLI21610 Certificate II in Warehousing Operations**

### **Modification History**

Not Applicable

### **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 2. Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

### **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 TLI21610 Certificate II in 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>• Use communication systems and procedures required for warehousing operations</li><li>• Read and interpret relevant regulations, instructions, signs and labels applicable to warehousing operations</li><li>• Speak clearly and directly on matters related to warehousing operations</li><li>• Write documents as part of duties, including completion of relevant forms 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>• Collaborate with others in the course of warehousing operations</li><li>• Contribute to the resolution of any interpersonal conflicts that may arise during warehousing operations</li><li>• Assist other team members to achieve and maintain competence where applicable</li><li>• Avoid and prevent the harassment of others in the workplace</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 warehousing operations</li><li>• Monitor and anticipate problems that may occur in the course of warehousing operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</li><li>• Manage hazards and risks in a range of</li></ul>

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b> <ul style="list-style-type: none"><li>warehousing situations and take appropriate precautions</li><li>• Use mathematics to solve problems such as various calculations involved in warehousing operations.</li></ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"><li>• Modify activities dependent on differing situations and contingencies that may arise during warehouse operations</li><li>• Take appropriate initiatives in a range of diverse operational situations such as those above</li><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>• Check own compliance with regulations and codes of practice</li><li>• Implement the workplace security and safety management systems</li><li>• Check own operational performance</li><li>• Collect and interpret information needed in the course of warehousing operations</li><li>• Organise and plan own work activities</li><li>• Manage time and priorities in the course of road transport operations.</li></ul>
<b>Self management</b>	<ul style="list-style-type: none"><li>• Interpret and apply regulations, standard operating procedures and instructions</li><li>• Establish and follow own work plans and schedules</li><li>• Monitor and evaluate own work performance.</li></ul>
<b>Learning</b>	<ul style="list-style-type: none"><li>• Adapt own competence in response to any changes in warehousing and storage operations</li><li>• Assist others in the workplace to develop their competence</li><li>• Update own knowledge and skills required for warehousing and storage activities.</li></ul>
<b>Technology</b>	<ul style="list-style-type: none"><li>• Use the equipment and materials required during warehousing and storage operations</li><li>• Follow and apply operational and servicing instructions for equipment used during warehousing and storage operations</li><li>• Follow and apply OH&amp;S procedures when using</li></ul>

**Employability Skill**

**Industry/enterprise requirements for this qualification include:**

warehousing and storage equipment and facilities.

## Packaging Rules

### Requirements for completion of the qualification:

A successful assessment outcome for a total **15 units of competency**, comprising:

- **2 core units** listed below

plus

- **13 elective units** which may be taken from the elective units listed below or may include up to **3 units** drawn with appropriate contextualisation 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>	TLIA2003A Connect and disconnect reefer units
	TLIA2009A Complete and check import/export documentation
	TLIA2011A Package goods
	TLIA2012A Pick and process orders
	TLIA2013A Receive goods
	TLIA3017A Identify products and store to specifications
	TLIA2020A Replenish stock
	TLIA2021A Despatch stock
	TLIA2022A Participate in stocktakes
	TLIA2041A Manually sort mail and parcels
	TLIA2042A Despatch mail
	TLIA2043A Consolidate mail
	TLIA2044A Carry out delivery operations

<b>Field</b>	<b>Unit</b>
	TLIA2045A Process international parcels and letters TLIA2046A Process parcels and letters TLIA2047A Stream mail
<b>B Equipment Checking and Maintenance</b>	TLIB1001A Check and assess operational capabilities of equipment TLIB2009A Check conveyor operational status TLIB2029A Use and maintain minor mechanical equipment TLIB1030A Undertake general site maintenance TLIB1028A Maintain and use hand tools
<b>C Vehicle Operation</b>	TLIC1051A Operate commercial vehicle
<b>D Load Handling</b>	TLID2003A Handle dangerous goods/hazardous substances TLID2004A Load and unload goods/cargo TLID2010A Operate a forklift TLID2012A Operate specialised load shifting equipment TLID2013A Move materials mechanically using automated equipment TLID2016A Load and unload explosives and dangerous goods TLID2021A Use specialised bulk transfer equipment (dry) TLID2022A Conduct weighbridge operations TLID2045A Operate specialised light load shifting equipment TLID2047A Prepare cargo for transfer with slings
<b>E Communication and Calculation</b>	TLIE2001A Present routine workplace information TLIE2007A Use communication systems TLIE2008A Process workplace documentation
<b>F Safety Management</b>	TLIF2006A Apply accident-emergency procedures TLIF2010A Apply fatigue management strategies TLIF2012A Apply safe procedures when handling/transporting dangerous goods or

<b>Field</b>	<b>Unit</b>
	explosives TLIF2018A Operate firefighting equipment
<b>G Teamwork</b>	TLIG2007A Work in a socially diverse environment
<b>H Route Planning and Navigation</b>	TLIH2001A Interpret road maps and navigate pre-determined routes TLIH2003A Prioritise courier/delivery operations
<b>I Customer Service</b>	BSBCUS201A Deliver a service to customers
<b>J Quality</b>	TLIJ2001A Apply quality procedures TLIJ2003A Apply grain protection measures TLIJ2004A Implement grain monitoring measures
<b>K Technology</b>	TLIK2010A Use infotechnology devices in the workplace TLIK2003A Apply keyboard skills TLIK2007A Perform electronic data interchange (EDI) to transmit shipping documentation
<b>L Resource Management</b>	TLIL2008A Complete routine administrative tasks TLIL2031A Monitor and process attendance records
<b>LIC Licensing Units</b>	TLILIC2001A Licence to operate a forklift truck TLILIC2002A Licence to operate an order picking forklift truck
<b>O Security</b>	TLIO2013A Administer the security of assets and facilities TLIO2021A Follow security procedures when working with goods and cargo
<b>P Administration and Finance</b>	TLIP2014A Capture records into a records keeping system TLIP2017A Maintain control of records TLIP2018A Provide information from and about records TLIP2024A Conduct financial transactions TLIP2029A Prepare and process financial documents TLIP2032A Maintain petty cash account TLIP2033A Sell products and services



<b>Field</b>	<b>Unit</b>
<b>U Environment</b>	TLIU1009A Monitor plant and equipment in an environmentally sustainable manner
	TLIU2012A Participate in environmentally sustainable work practices
<b>W Equipment and Systems Operations</b>	TLIW2017A Cut and join materials
	TLIW2020A Undertake pallet repairs
	TLIW2021A Clean and inspect pallets
	TLIW2023A Manufacture pallets using manual methods