



Australian Government

Department of Education, Employment and Workplace Relations

TLI21810 Certificate II in Logistics

Release: 1

TLI21810 Certificate II in Logistics

Modification History

Not Applicable

Description

Rationale:

A qualification for those engaged in logistics operations support within the Transport and Logistics Industry undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.

Successful completion of the licensing units within the qualification must align with applicable licensing and regulatory requirements.

Job roles:

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

- Logistics Support Officer
- Logistics Clerk
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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.

Employability Skills Summary

Employability Skills Summary for TLI21810 Certificate II in Logistics

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 required in activities involved in the transport and logistics industry• Read and follow relevant regulations and instructions applicable to activities involved in the transport and logistics industry• Speak clearly and directly on matters related to activities involved in the transport and logistics industry• Write documents as part of duties, including completion of relevant forms and incident and accident reports• 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 activities involved in the transport and logistics industry• Avoid and prevent the harassment of others in the workplace• Collaborate with others in the course of activities involved in the transport and logistics 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 activities involved in the

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

transport and logistics industry

- Recognise problems that may occur in the course of activities involved in the transport and logistics industry including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Recognise hazards and risks in a range of situations and take appropriate precautions
- Use mathematics to carry out calculations related to activities involved in the transport and logistics industry.

Initiative and enterprise

- Modify activities dependent on differing situations and contingencies
- Take appropriate initiatives in a range of situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

TLI21810 Certificate II in Logistics (continued)**Employability Skill****Industry/enterprise requirements for this qualification include:****Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Comply with applicable regulations and codes of practice
- Follow and apply workplace security and safety management systems
- Collect and interpret information needed in the course of the activities involved in the transport and logistics industry
- Manage time and priorities in the course of activities involved in the transport and logistics industry.

Self management

- Interpret and apply applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance.

Learning

- Adapt own competence in response to any changes in the activities involved in the transport and

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

logistics industry

- Participate in updating own knowledge and skills required for activities involved in the transport and logistics industry.

Technology

- Use equipment required for the activities involved in the transport and logistics industry
- Follow and apply operational and servicing instructions for equipment used during the activities involved in the transport and logistics industry
- Follow and apply OH&S procedures when using equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for a total **10 units of competency**, comprising:

- **3 core units** listed below

plus

- **3 technical elective units** from the selected list below

plus

- **4 elective units** which may be taken from the general elective units listed below, the remaining technical elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from this Training Package, and/or other relevant nationally 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.

TLI21810 Certificate II in Logistics (continued)

Core units:

Field	Unit
F Safety Management	TLIF1001A Follow occupational health and safety procedures
G Teamwork	TLIG2007A Work in a socially diverse environment
I Customer Service	BSBCUS201A Deliver a service to customers

Technical Elective units:

Field	Unit
A Handling Cargo/Stock	TLIA2009A Complete and check import/export documentation
	TLIA2013A Receive goods
	TLIA2021A Despatch stock
	TLIA2022A Participate in stocktakes
B Equipment Checking and Maintenance	TLIB1001A Check and assess operational capabilities of equipment
D Load Handling	TLID1001A Shift materials safely using manual handling methods

Field	Unit
F Safety Management	TLIF2010A Apply fatigue management strategies
H Route Planning and Navigation	TLIH2003A Prioritise courier/delivery operations
J Quality	TLIJ2001A Apply quality procedures
K Technology	TLIK2007A Perform electronic data interchange (EDI) to transmit shipping documentation
U Environment	TLIU2012A Participate in environmentally sustainable work practices

TLI21810 Certificate II in Logistics (continued)**General elective units:**

Field	Unit
A Handling Cargo/Stock	TLIA2014A Use product knowledge to complete work operations
E Communication and Calculation	TLIE2001A Present routine workplace information TLIE2007A Use communication systems TLIE2008A Process workplace documentation
F Safety Management	TLIF2018A Operate firefighting equipment
I Customer Service	BSBCMM301A Process customer complaints
K Technology	TLIK2010A Use infotechnology devices in the workplace TLIK2003A Apply keyboard skills
L Resource Management	TLIL2008A Complete routine administrative tasks TLIL2031A Monitor and process attendance records
O Security	TLIO2013A Administer the security of assets and facilities
P Administration and Finance	TLIP2014A Capture records into a records keeping system TLIP2017A Maintain control of records

Field	Unit
	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