

## TLI21107 Certificate II in Transport and Logistics (Logistics Operations)

### Qualification title:

Certificate II in Transport and Logistics (Logistics Operations)

### Rationale:

An operational qualification for the Road and Rail Transport, Warehousing, Storage, Stevedoring and allied Industries. 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.*

### Requirements for completion of the qualification:

A successful assessment outcome for a total **14 units**, comprising:

(a) **7 units** aligned at AQF 2 made up of:

- at least 5 units and up to 7 units from those listed below (aligned at AQF 2)
- up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Logistics Certificate II qualifications, or other relevant endorsed Training Packages

**and**

(b) **7 units** aligned at AQF 1 made up of:

- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Logistics (Logistics Operations) (aligned at AQF 1)
- up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Logistics Certificate I qualifications, or other relevant endorsed Training Packages.

Units can be packaged together to meet the specific operational needs of occupations while also providing options for multi-skilling.

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

Units are discrete from each other however, units may be clustered and delivered and/or assessed concurrently and/or holistically.

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<b>Field</b>	<b>Unit</b>	
<b>A Handling Cargo/Stock</b>	TLIA907D	Complete and check import/export documentation
	TLIA1407C	Use product knowledge to complete work operations
	TLIA2207C	Participate in stocktakes
	TLIA4807B	Carry out border clearance functions
	TLIA4907B	Implement specialist permit requirements as part of customs broking activities
<b>B Equipment Checking and Maintenance</b>	TLIB107C	Check and assess operational capabilities of equipment
<b>D Load Handling</b>	TLID2207C	Conduct weighbridge operations
<b>E Communication and Calculation</b>	TLIE107C	Present routine workplace information
	TLIE707B	Use communication systems
	TLIE807C	Process workplace documentation
<b>F Safety Management</b>	TLIF1007C	Apply fatigue management strategies
	TLIF1807B	Operate firefighting equipment
<b>G Teamwork</b>	TLIG707B	Work in a socially diverse environment
<b>H Route Planning and Navigation</b>	TLIH307C	Prioritise courier/delivery operations
<b>I Customer Service</b>	TLII607C	Provide freight forwarding services to customers
	BSBCM208A	Deliver a service to customers
	BSBCM209A	Provide information to clients
	BSBCM216A	Create customer relationship
	BSBCM217A	Process customer feedback
<b>J Quality</b>	TLIJ107C	Apply quality procedures
<b>K Computers and Technology</b>	TLIK107C	Use infotechnology devices and computer applications in the workplace
	TLIK307C	Apply keyboard skills
	TLIK707C	Perform electronic data interchange (EDI) to transmit shipping documentation
<b>L Resource Management</b>	TLIL807C	Complete routine administrative tasks
	TLIL3107B	Monitor and process attendance records
<b>O Security</b>	TLIO1307C	Administer the security of assets and facilities
<b>Q Financial Management</b>	TLIQ107D	Conduct financial transactions
	TLIQ707C	Prepare and process financial documents
	TLIQ1107B	Maintain petty cash account
	TLIQ1207B	Sell products and services
<b>T Records</b>	TLIT107C	Capture records into a records keeping system
	TLIT407C	Maintain control of records
	TLIT507C	Provide Information from and about records
<b>U Environment</b>	TLIU707B	Care for the environment

## Employability Skills Summary for

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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 used in administrative activities involved in transport, logistics, freight forwarding and customs broking</li> <li>• Read and interpret relevant regulations and instructions applicable to administrative activities involved in transport, logistics, freight forwarding and customs broking</li> <li>• Speak clearly and directly on matters related to administrative activities involved in transport, logistics, freight forwarding and customs broking</li> <li>• Write documents as part of duties, including completion of relevant forms and incident and accident reports</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>• Assist in the resolution of any interpersonal conflicts that may arise during administrative activities involved in transport, logistics, freight forwarding and customs broking</li> <li>• Avoid and prevent the harassment of others in the workplace</li> <li>• Collaborate with others in the course of administrative activities involved in transport, logistics, freight forwarding and customs broking</li> <li>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</li> </ul>

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(continued)

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Identify and solve or report problems arising in the course of administrative activities involved in transport, logistics, freight forwarding and customs broking</li> <li>• Monitor and anticipate problems that may occur in the course of administrative activities involved in transport, logistics, freight forwarding and customs broking including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</li> <li>• Recognise hazards and risks in a range of situations and take appropriate precautions</li> <li>• Use mathematics to carry out calculations related to administrative activities involved in transport, logistics, freight forwarding and customs broking.</li> </ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>• Modify activities dependent on differing administrative situations and contingencies</li> <li>• Take appropriate initiatives in a range of administrative 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 applicable 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 the administrative activities involved in transport, logistics, freight forwarding and customs broking</li> <li>• Organise and plan own work activities</li> <li>• Manage time and priorities in the course of administrative activities involved in transport, logistics, freight forwarding and customs broking.</li> </ul>
<b>Self management</b>	<ul style="list-style-type: none"> <li>• Interpret and apply applicable regulations and instructions</li> <li>• Establish and follow own work plans and schedules</li> <li>• Check own work performance</li> </ul>

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**(continued)**

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Learning</b>	<ul style="list-style-type: none"><li>• Adapt own competence in response to any changes in the administrative activities involved in transport, logistics, freight forwarding and customs broking operations</li><li>• Update own knowledge and skills required for administrative activities involved in transport, logistics, freight forwarding and customs broking operations.</li></ul>
<b>Technology</b>	<ul style="list-style-type: none"><li>• Operate office equipment required for the administrative activities involved in transport, logistics, freight forwarding and customs broking</li><li>• Follow and apply operational and servicing instructions for equipment used during the administrative activities involved in transport, logistics, freight forwarding and customs broking</li><li>• Follow and apply the applicable OH&amp;S procedures for the use of office equipment and facilities.</li></ul>