

# Course Outline

## TLI20107 Certificate II in Transport and Logistics (Warehousing and Storage)

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.

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

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants handbook).

**Units may be selected from the following common Transport and Distribution (Warehousing and Storage) fields:**

**Handling cargo/stock**

- TLIA1207C Pick and process orders (Level 2)
- TLIA1307C Receive goods (Level 2)
- TLIA2207C Participate in stock takes (Level 2)
- TLIA2007C Replenish stock (Level 2)
- TLIA2107C Despatch stock (Level 2)

**Equipment checking and maintenance**

- TLIB107C Check and assess operational capabilities of equipment (Level 2)

**Load Handling**

- TLID107C Shift materials safely using manual handling procedures (Level 1)
- TLID207C Shift a load using manually operated equipment (Level 1)
- TLID1007C Operate a forklift (Level 2)
- TLID307C Handle dangerous goods/hazardous substances (Level 2)
- TLID407C Load and unload goods/cargo (Level 2)

**Communication and calculation**

- TLIE307C Participate in basic workplace communication (Level 1)
- TLIE807C Process workplace documentation (Level 2)
- TLIE707B Use communication systems (Level 2)

**Occupational health and safety**

- TLIF107C Follow OHS procedures (Level 1)
- TLIF207C Conduct housekeeping procedures (Level 1)
- TLIF607C Apply accident-emergency procedures (Level 2)

**Teamwork**

- TLIG107C Work effectively with others (Level 1)
- TLIG707B Work in a socially diverse environment (Level 2)

**Customer service**

- TLII207D Apply customer service skills (Level 1)
- BSBCMN208A Deliver a service to customers (Level 2)
- BSBCMN216A Create customer relationship (Level 2)
- BSBCMN217A Process customer feedback (Level 2)

**Quality**

- TLIJ107C Apply quality procedures (Level 2)

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Learners Kits to provide knowledge as well as activities to enable practice
- Assessment Kits to enable competence once you have gained the knowledge and skills necessary
- Classroom or Workshop style training sessions in some instances if required.
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

**Enrol now online at [www.workplus.com.au](http://www.workplus.com.au)  
or call 03 6344 3747 to talk to a  
Work Plus Development + Training representative today**