



**TLI31616**  
**Certificate III in**  
**Warehousing Operations**



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TRAINING

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# TLI31616 - Certificate III in Warehousing Operations

The program TLI31616 Certificate III in Warehousing Operations is designed for those already working in the Warehousing and Storage Industries, as well as those who would like to pursue a career in this industry in a range of roles including Freight/Stock Handler; Order Processing; General Warehouse Staff; and Warehouse Operator.

## Duration and Course Structure

Whilst this course is self-paced, the course has been designed to encourage the completion of the study and assessment requirements together with the other participants of the course and in line with the scheduled training sessions.

The course consists of 19 units comprising 3 core units and 16 elective units that have been carefully selected in line with employer needs and learner opportunities. The qualification includes the is made up of 4 modules, each containing multiple units of competency including:

Module #	Name	Number of Units
Module 1	Workplace Orientation	4
Module 2	Customers & Work Practices	2
Module 3	Receival and Dispatch	3
Module 4	Stock Maintenance	2
Module 5	Systems and Processes	3
Module 6	Industry Tickets	5

## Course Content

The course is made of 19 Units of Competency:

### Module 1 – Workplace Orientation

Code	Title	About the Unit
TLIF0001	Apply chain of responsibility legislation, regulations and workplace procedures	<p>This unit involves the skills and knowledge required to identify, apply and follow chain of responsibility legislation, regulations and workplace procedures in relation to heavy vehicles as they apply to an individual's own job role.</p> <p>It includes explaining the chain of responsibility features, applying the requirements, and identifying and reporting breaches in the Heavy Vehicle</p>

		National Law (HVNL) and regulations or applicable state/territory law and regulations.
<b>TLIF1001</b>	Follow work health and safety procedures	<p>This unit involves the skills and knowledge required to follow and apply work health and safety (WHS)/occupational health and safety (OHS) procedures when carrying out work activities in compliance with the relevant WHS/OHS regulations and procedures.</p> <p>It includes following workplace procedures for hazard identification and risk control, contributing to WHS/OHS management arrangements and completing WHS/OHS records</p>
<b>TLIO2021</b>	Follow security procedures when working with goods and cargo	<p>This unit involves the skills and knowledge required to follow security procedures when working with goods and cargo within the transport and logistics industry.</p> <p>It includes checking and maintaining the security of goods and cargo, identifying and responding to security threats or situations and completing all required security records.</p>
<b>TLIL1001</b>	Complete workplace orientation/induction procedures	<p>This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, in accordance with regulatory requirements and workplace operational policies and procedures.</p> <p>It includes identifying major workplace areas in terms of functions, organisational structures and occupations, and organising and accepting responsibility for own workload.</p> <p>It also includes applying ethical practices, receiving and acting constructively on personal feedback, participating in identifying and meeting own learning needs, and planning and organising a personal daily routine</p>

## Module 2 – Customers & Work Practices

Code	Title	About the Unit
<b>BSBCUS301</b>	Deliver and monitor a service to customers	<p>This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.</p> <p>It applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.</p>
<b>TLIU2012</b>	Participate in environmentally sustainable work practices	<p>This unit involves the skills and knowledge required to participate in environmentally sustainable work practices.</p> <p>It includes identifying current resource usage, complying with environmental regulations and implementing performance improvement strategies to reduce negative environmental impacts of work practices.</p>

### Module 3 – Receiving and Dispatch

Code	Title	About the Unit
TLIA3018	Organise despatch operations	<p>This unit involves the skills and knowledge required to organise despatch operations in accordance with codes/regulations and workplace requirements in the transport and logistics industry.</p> <p>It includes planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records.</p>
TLIA3019	Organise receipt operations	<p>This unit involves the skills and knowledge required to organise receipt operations in accordance with regulations, codes of practice and workplace requirements in the transport and logistics industry.</p> <p>It includes planning and organising receipt operations, storing received stock and completing all required documentation and records.</p>
TLIA3015	Complete receipt / despatch documentation	<p>This unit involves the skills and knowledge required to complete receipt/despatch documentation in accordance with relevant regulations and workplace requirements as part of work activities within the transport and logistics industry.</p> <p>It includes analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements.</p>

### Module 4 – Stock Maintenance

Code	Title	About the Unit
TLIA3038	Control and order stock	<p>This unit involves the skills and knowledge required to control and order stock for a workplace store in accordance with relevant codes of practice, regulations and workplace procedures.</p> <p>It specifically covers maintaining stock levels and records, organising and administering stocktakes, identifying stock losses, processing stock orders and following up orders.</p>
TLIA3039	Receive and store stock	<p>This unit involves the skills and knowledge required to receive and store stock for a workplace store in an enterprise/organisation in a transport, logistics, production, hospitality, retail or other relevant industry sector, in compliance with relevant codes of practice, regulations and workplace procedures.</p> <p>Work must be carried out for receiving and storing stock in a workplace store. It specifically covers taking delivery of stock, storing, rotating and maintaining stock received, and completing documentation.</p>

## Module 5 – Systems and Processes

Code	Title	About the Unit
TLIJ3002	Apply quality systems	<p>This unit involves the skills and knowledge required to apply quality systems in workplace operations in accordance with relevant regulations and workplace quality standards within the transport and logistics industry.</p> <p>It includes working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures.</p>
TLIA2012	Pick and Process Order	<p>This unit involves the skills and knowledge required to pick and process orders in accordance with relevant codes, regulations and workplace requirements within the transport and logistics industry.</p> <p>It includes identifying workplace order picking processes, policies and procedures; picking and despatching orders; and recording stock levels.</p>
TLIA3026	Monitor storage facilities	<p>This unit involves the skills and knowledge required to monitor storage facilities in accordance with relevant regulations and workplace requirements in the transport and logistics industry.</p> <p>It includes determining site functions and operations, monitoring storage operations and taking appropriate action in response to identified discrepancies, changes to storage requirements or breaches in operational procedures.</p>

## Module 6 – Industry Tickets

Code	Title	About the Unit
TLID2010	Operate a forklift	<p>This unit involves the skills and knowledge required to operate a forklift in compliance with the relevant state/territory authority licence requirements and regulations, in a variety of operational contexts.</p> <p>It includes checking forklift condition, driving forklift to fulfil operational requirements, and monitoring and maintaining forklift performance and site conditions.</p>
TLILIC0003	Licence to operate Forklift Truck	<p>This unit specifies the skills and knowledge required to operate a forklift truck safely in accordance with all relevant legislative requirements. Competence in this unit, does not in itself result in a HRWL licence to operate this plant.</p> <p>Forklift truck means a powered industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of fork arms or other attachments that can be raised 900 mm or more above the ground, but does not include a pedestrian-operated truck or a pallet truck.</p> <p>A person performing this work is required to hold a forklift truck High Risk Work Licence (HRWL).</p>

		This unit requires a person operating a forklift truck to: <ul style="list-style-type: none"> <li>• plan for the work/task</li> <li>• prepare for the work/task</li> <li>• perform work/task</li> <li>• pack up</li> </ul>
<b>HLTAID003</b>	Provide first aid	This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.
<b>RIIWHS204D</b>	Work safely at heights	This unit describes a participant's skills and knowledge required to work safely at heights in the Resources and Infrastructure Industries.
<b>RIIWHS202D</b>	Enter and work in confined spaces	This unit describes a participant's skills and knowledge required to enter and work in confined spaces in the Resources and Infrastructure Industries.

## Course Duration & Delivery Information

This course is available in Face to Face classes, and Mixed Mode (Online/Print Correspondence, plus face to face completion sessions). All course options have a maximum duration of 12 months.

### Face to Face Classes

This option involves attending and completing your learning and assessment materials in one of our scheduled courses at our various locations. Once you have been booked into the program, you will receive a confirmation email that will cover:

1. Your course confirmation
2. Tax invoice
3. Reading materials
4. Relevant information

#### Choose face to face classroom option if:

- You prefer face to face based learning with a physical trainer
- You are able to attend one of our various sites for training

### Mixed Mode Course

Study and complete your course in your own time at your own pace in your own place!

This option involves accessing and completing your learning and assessment either online or via print correspondence, plus attending one of our facilities to face to face completion sessions.

Once you have been enrolled and accepted into the program you will receive either:

**Online** log in details that is password protected to our Learning Management System (LMS) in which you will be required to:

1. Read and understand the learning resources in your course

2. Complete the required questions and assessments
3. Download , print and complete the "Workplace Journal" which will need to be completed based off a current or past workplace, and signed off by your supervisor (if applicable)
4. Undertake a Verification Call at the end of each Module with your assessor
5. Book and complete your face to face completion sessions

**Choose the online option if:**

- You prefer to do things at your own pace in your own time
- You are able to travel to one of our facilities for your completion sessions
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email or phone (if required)

**OR**

**Print correspondence** you will receive your course materials by post, you will be required to:

1. Read and understand the learning resources
2. Complete the required questions and assessments in your workbooks
3. Complete the "Workplace Journal" which will need to be completed based off a current or past workplace, and signed off by your supervisor (if applicable)
4. Post your work back to our office
5. Undertake a Verification Call at the end of each Module with your assessor
6. Book and complete your face to face completion sessions

**Choose print correspondence option if:**

- You prefer to do things at your own pace in your own time
- You are able to travel to one of our facilities for your completion sessions
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You prefer workbooks or you do not have the hardware and software required for the online option
- You have access to a postal service
- You don't mind communicating by email or phone (if required)

## **Assessment Information**

Your training is competency based, meaning that you will need to provide evidence that you have met the required competency.

This evidence will be generated and or collected by:

- ✓ Tasks and assignments you undertake during your study
- ✓ Work placement or workplace evidence signed off on by your supervisor.

In order to attain this unit of competency you will need to be assessed. This assessment aims to demonstrate that you have the required skills and knowledge and that you can apply these in the



workplace.

The information that you will be provided with is divided into six modules covering the areas mentioned above. During your course you will be required to complete workbook assessments on the information provided. This will demonstrate that you have the required knowledge for attaining this unit.

If you answer incorrectly, then you will be allowed further attempts to choose the correct answers to the questions after reviewing the information provided again. You will be allowed three attempts after which you will need to speak to one of our trainers to better understand how we can help you attain this unit of competency.

The assessor will also use your Supervisor report to confirm your application of the skills and knowledge required.

Achieving a result of “Satisfactory” for all the assessment and evidence requirements of a unit is required to achieve a result of “Competent” for the Unit of Competency.

Where a result of “Not Satisfactory” is achieved then your trainer will assist you in getting to the required result of “Satisfactory”.

Where a result for a Unit of Competency is “Not Yet Competent”, then your trainer will assist you in meeting all the requirements of the Unit within the required time.

## **Enrolment**

In order to undertake this, course you will be required to complete our Enrolment Form (available on the internet when booked for online/print correspondence, or in the classroom if booking for face to face classes).

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

It is important that when enrolling, you must ensure that you have read and understood the Just Careers Training Client/Participant Handbook and Terms & Conditions and that you have access to a copy of this document, which is downloadable from our website.

## **Fee Information**

Fee information for this course can be found on our website or from our office.

## **Outcome**

The qualification is nationally recognised. Upon successful completion of the required assessments you will be awarded a statement of attainment if the following unit:

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Participants who exit the training program without completing all assessments will be issued with a Statement of Attainment for those units in which they have demonstrated competency on request.

## **Recognition of Prior Learning (RPL)**

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments

## **Credit Transfer (CT)**

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

## **Participant Support**

From the time you enquire until you have completed your course you will have the assistance and support of the Just Careers Training team. This includes qualified trainers who can take your call and/or emails and assist you where possible.

## **Terms & Conditions**

For information regarding any of the below, please refer to the Terms & Conditions on our website (these will also be available in your confirmation email should you book a course with Just Careers Training):

- Fees and charges
- Refunds
- Course extensions
- Withdrawals
- Cancellations

## **Access and Equity at Just Careers Training**

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

## **Privacy and Confidentiality**

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the NVR Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

## **Complaints and appeals:**

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration. Your Participant Handbook contains more information.