



TLI30319

SUPPLY CHAIN OPERATIONS

BROCHURE AUS 2021

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JustCareers
TRAINING

About this Course

The program TLI30319 - Certificate III in Supply Chain 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 logistics operator, warehouse operator, supply chain administration operator, supply chain administration officer, rail terminal operator

DURATION & 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 14 units comprising 2 core units and 12 elective units that have been carefully selected in line with employer needs and learner opportunities. The qualification includes and is made up of 4 modules, each containing multiple units of competency including:



Module #	Name	Number of Units
Module 1	Safety & work priorities in the Warehouse	4
Module 2	Inventory	4
Module 3	Heights & Confined	3
Module 4	Working with Machinery	3

Course Content

MODULE 1 SAFETY & WORK PRIORITIES IN THE WAREHOUSE

- TLIF0001 **Apply chain of responsibility legislation, regulations and workplace procedures**
- 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.
- TLIF0009 **Ensure the safety of transport activities (Chain of Responsibility)**
- It includes identifying features and applying chain of responsibility obligation in the Heavy Vehicle National Law (HVNL) or applicable state/territory law and regulations. It also includes identifying and reporting chain of responsibility risks.
- HLTAID011 **Provide First Aid**
- This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.
- BSBPEF301 **Organise personal work priorities**
- This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

MODULE 2 INVENTORY

TLIA0010 **Identify goods and store to specifications**

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.

TLIA0015 **Organise receipt and despatch operations**

This unit involves the skills and knowledge required to organise receipt and despatch operations in accordance with regulations, codes of practice and workplace requirements in the transport and logistics industry.

TLIA0004 **Complete receipt and despatch documentation**

This unit involves the skills and knowledge required to complete receipt and despatch documentation in accordance with relevant regulations and workplace requirements as part of work activities within the transport and logistics industry.

TLIX0013X **Maintain stock control and receipts**

Stock control involves the monitoring and managing of an organisation's stock. It applies to all stock at every stage of the production process from purchasing and delivery to using and reordering stock.

MODULE 3 HEIGHTS & CONFINED

RIIHAN301E **Operate elevating work platform**

This unit describes the skills and knowledge required to operate an elevating work platform at any height.

RIIWHS204E **Work safely at heights**

This unit describes the skills and knowledge required to work safely at heights in the resources and infrastructure industries.

RIIWHS202E **Enter and work in confined spaces**

This unit describes the skills and knowledge required to enter and work in confined spaces in the resources and infrastructure industries.

MODULE 4

WORKING WITH MACHINERY

TLID2010 **Operate a forklift**

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.

TLILIC0003* **Licence to operate a forklift truck**

This unit specifies the skills and knowledge required to operate a forklift truck safely in accordance with all relevant legislative requirements.

This unit requires a person operating a forklift truck to:

- plan for the work/task
- prepare for the work/task
- perform work/task
- pack up

TLILIC0004* **Licence to operate an order picking forklift truck**

This unit specifies the skills and knowledge required to operate an order picking forklift truck safely in accordance with all relevant legislative requirements.

This unit requires a person operating an order picking forklift truck to:

- plan for the work/task
- prepare for the work/task
- perform work/task
- pack up

Course Duration & Delivery Information

This course is available online, by Print Correspondence and in Face-to-face classes. All course options have a maximum duration of 6 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

You will receive a Supervisor Task & Report on booking your course. If you are currently working in a retail food business, this needs to be completed by your supervisor and brought with you on the day of your course, and if you meet the requirements of the course then you will receive your certificate on the day.

If you are not working in retail food business, then you may attend this course, however you will be required to undertake a minimum 12 hours (3 shifts comprising of a minimum of 4 hours per shift) or until performance competency can be proven.

You have 6 months from the date of course booking to complete your course requirements, which include your work placement requirements or the submission of the Supervisor Task and Report.

If you don't have access to a workplace, please speak to your trainer as we may be able to assist you in organising a suitable work placement venue to complete the mandatory 12 hours of work placement.



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 COURSES

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

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 online courses 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)

Choose print correspondence option if:

- Study and complete your course in your own time at your own pace in your own place!
- You live anywhere in Australia and prefer to do things at your own pace in your own time
- 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 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)

How you will be assessed

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 four (4) 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.

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.

Other Important Information

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 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.

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 your 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 AQTF and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of education guidelines.

After enrolment and for the duration of training and assessment your records will need to be kept at the office of Just Careers Training. These records are kept in a secure and locked location. Types of documents we may be required to keep include; enrolment forms, records of assessments (at times this may be photographic), attendance and progress details.

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.

If you feel that you have been treated unfairly while undertaking this course or that you are unhappy with our services, then please contact us for a complaint and/or an appeal form.

Further information about complaints and appeals can be found in our Client/Participant Handbook available on our website.

MORE INFORMATION

Refer to your Client/Participant Handbook or contact our Customer Service staff.

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