



**Australian  
College**  
of Commerce & Management

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# ACCM College

## Supply Chain Courses Timetables

The Supply Chain is a critical component of the booming Transportation and Logistics industry. Building skills and knowledge across Warehousing and Logistics, these courses will set your staff up for success.



NATIONALLY RECOGNISED  
TRAINING



You can find more information on all available courses by heading over to our website [www.accm.edu.au](http://www.accm.edu.au)

RTO Code: 1441



IF YOU WANT TO STUDY

WE WANT TO HELP

The ACCM College Course Timetables on the following pages outline all of the Supply Chain qualifications available through ACCM.

If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing [info@accm.edu.au](mailto:info@accm.edu.au) or call me on 1300 515 321.

As the Director of Client Relations, my role is to ensure your experience and your staff's learning experience is a great one - from sign-up to graduation.

I will *personally* do all I can to help set you and your staff up for success.

**Tania Holmes**

Director of Client Relations

# CERTIFICATE II IN SUPPLY CHAIN OPERATIONS

TLI20421

## Starting a career in Transportation, Logistics and Warehousing is part of a life-long journey

### COURSE DESCRIPTION:

This qualification covers the essential knowledge and skills required to work and succeed in a Supply Chain environment. Critical communication and teamwork skills are covered in-depth to ensure that your staff can work effectively with colleagues and customers. This program specifically addresses current legal obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Starting in Warehousing and Logistics	• Participate in basic workplace communication	TLIE1003	7
	• Identify the roles and functions of the supply chain industry	TLIX0023	
Safety in Warehousing and Logistics	• Follow work health and safety procedures	TLIF0025	5
	• Conduct housekeeping activities	TLIF0022	
Work Effectively in Warehousing	• Complete workplace induction procedures	TLIL0007	6
	• Work effectively with others in a team	TLIG0003	
	• Apply quality procedures	TLIJ2001	
Chain of Responsibility Obligations	• Ensure the safety of transport activities (Chain of Responsibility)	TLIF0009	6
	• Apply fatigue management strategies	TLIF2010	
Picking and Despatch	• Pick and process orders	TLIA0022	4
	• Despatch stock	TLIA0019	
	• Package goods	TLIA0020	
Receive and Replenish Goods	• Receive goods	TLIA0023	4
	• Replenish stock	TLIA0024	
	• Participate in stocktakes	TLIA0021	

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# CERTIFICATE II IN SUPPLY CHAIN OPERATIONS

TLI20421 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Team and Service Skills in Supply Chain	<ul style="list-style-type: none"><li>• Deliver and monitor a service to customers</li></ul>	BSBOPS304	4
Inventory and Stock Control	<ul style="list-style-type: none"><li>• Maintain stock control and receivals</li></ul>	TLIX0013X	5
Effective Communication in Logistics	<ul style="list-style-type: none"><li>• Deliver a service to customers</li><li>• Work in a socially diverse environment</li></ul>	BSBOPS203 TLIG2007	5

# CERTIFICATE III IN SUPPLY CHAIN OPERATIONS

TLI30321

## Comprehensive Supply Chain skills and knowledge.

### COURSE DESCRIPTION:

This qualification covers the essential knowledge and skills required to work and succeed in a Supply Chain role in an office environment (versus Warehouse based roles). This program specifically addresses current legal obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Safety and Manual Handling	• Shift materials safely using manual handling methods	TLID0020	7
	• Implement and monitor work health and safety procedures	TLIF3003	
Records for Logistics Operations	• Organise warehouse records operations	TLIA0016	6
	• Use infotechnology devices in the workplace	TLIK2010	
Work Effectively in the Supply Chain	• Complete workplace induction procedures	TLIL0007	8
	• Organise personal work priorities	BSBPEF301	
	• Apply quality systems	TLIJ0003	
Chain of Responsibility Obligations	• Ensure the safety of transport activities (Chain of Responsibility)	TLIF0009	7
	• Apply fatigue management strategies	TLIF2010	
Purchasing and Procurement in the Supply Chain	• Purchase goods and services	BSBPUR301	5
	• Complete receipt and despatch documentation	TLIA0004	

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# CERTIFICATE III IN SUPPLY CHAIN OPERATIONS

## TLI30321 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Team and Service Skills in Supply Chain	• Deliver and monitor a service to customers	BSBOPS304	5
	• Work effectively with others	BSBTWK201	
Sustainability in Logistics	• Participate in environmentally sustainable work practices	TLIU2012	4
Inventory and Stock Control	• Maintain stock control and receivals	TLIX0013X	6
Effective Communication in Logistics	• Participate in basic workplace communication	TLIE1003	4

# CERTIFICATE III IN SUPPLY CHAIN OPERATIONS (WAREHOUSING OPERATIONS)

TLI30321

**Comprehensive Supply Chain skills and knowledge.**

## COURSE DESCRIPTION:

This qualification covers the essential knowledge and skills required to work and succeed in a Supply Chain role in an office environment (versus Warehouse based roles). This program specifically addresses current legal obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Safety and Manual Handling	• Shift materials safely using manual handling methods	TLID0020	7
	• Implement and monitor work health and safety procedures	TLIF3003	
Storage In Warehouse Operations	• Follow security procedures when working with goods and cargo	TLIO0003	8
	• Identify goods and store to specifications	TLIA0010	
Chain of Responsibility Obligations	• Ensure the safety of transport activities (Chain of Responsibility)	TLIF0009	6
	• Apply fatigue management strategies	TLIF2010	
Purchasing and Procurement in the Supply Chain	• Purchase goods and services	BSBPUR301	5
	• Complete receipt and despatch documentation	TLIA0004	
Organise Warehouse Operations	• Organise receipt and despatch operations	TLIA0015	9
	• Organise workplace information	BSBINS302	

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# CERTIFICATE III IN SUPPLY CHAIN OPERATIONS (WAREHOUSING OPERATIONS)

## TLI30321 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Inventory and Stock Control	<ul style="list-style-type: none"><li>Maintain stock control and receivals</li></ul>	TLIX0013X	6
Team and Service Skills in Supply Chain	<ul style="list-style-type: none"><li>Deliver and monitor a service to customers</li></ul>	BSBOPS304	5
	<ul style="list-style-type: none"><li>Work effectively with others</li></ul>	BSBTWK201	
Work Effectively in the Supply Chain	<ul style="list-style-type: none"><li>Complete workplace induction procedures</li></ul>	TLIL0007	6
Sustainability in Logistics	<ul style="list-style-type: none"><li>Participate in environmentally sustainable work practices</li></ul>	TLIU2012	4



# GLOSSARY OF SUBJECTS

## Subject Description

### Chain of Responsibility Obligations

Any person who has some role in the transport and storage of goods (called the Supply Chain) is responsible for safety. This requires having the skills to identify and manage fatigue; determine and calculate load mass; and ensure compliance with vehicle and storage limits. This is a key subject to ensure your staff are fully aware of your legal obligations and practical ways to meet them.

### Effective Communication in Logistics

Effective communication and interaction with colleagues and customers is a key function in all job roles in the Supply Chain industry. This subject covers practical communication and service skills with specific emphasis on working in a culturally diverse workplace. This critical subject looks at the specific needs and demands of a busy logistics, stores or warehouse environment.

### Inventory and Stock Control

Inventory systems are key to managing the ordering and control of stock. This subject will deliver all the skills to maintain stock control and receivals, including establishing supply arrangements, monitoring and maintaining stock, processing receivals and storing stock, determining stock wastage and performing stock audits.

### Organise Warehouse Operations

Smooth warehousing operations only happen with careful planning. This subject looks at the skills required to organise receipt and despatch operations in accordance with regulations, codes of practice and workplace requirements. It includes planning and organising receipt operations, storing received stock, despatching ordered stock and completing all documentation and records.

### Picking and Despatch

Picking and processing orders and safely loading and unloading goods is a primary focus in the dynamic warehousing industry. This important subject will give your staff an understanding of the different ways a warehouse functions to ensure efficient despatch and timely delivery of your stakeholder's goods.

# GLOSSARY OF SUBJECTS

## Subject Description

### Purchasing and Procurement in the Supply Chain

Significant cost savings can be made by managing purchasing effectively and efficiently. This subject provides the skills and knowledge to manage documentation flow in the purchasing process, including the confirmation of goods received and despatched as part of daily your organisation's Supply Chain operations.

### Receive and Replenish Goods

The Supply Chain industry cannot function without goods to move. Receiving of goods to replenish stock requires awareness of product storage requirements, what to look for when checking and inspecting goods on arrival; and completing shipping documentation. This subject also looks at unloading, unpacking and storing protocols to complete your staff's knowledge of this key aspect of Warehousing.

### Records for Logistics Operations

Modern logistics roles require expertise in a range of computer and business systems. This subject will teach your staff how to use these systems and manage records i.e: setting up, using and shutting down computer-based equipment; and inputting, storing and presenting files/data. It also involves implementing workplace procedures for managing and securing data and warehouse records.

### Safety and Manual Handling

Safety is paramount in every industry, especially in Warehousing and Logistics. This subject provides the skills and knowledge required to work in a healthy and safe manner. Your staff will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a warehouse or logistics workplace. This is a great entry level subject to help your team member respond to emergency incidents and use manual handling techniques safely. Note, this subject requires live manual handling activities to be undertaken as part of the assessment conditions.

### Safety in Warehousing and Logistics

Safety is paramount in every industry, especially in Warehousing and Logistics. This subject provides the skills and knowledge required to work in a healthy and safe manner. Your staff will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a warehouse or logistics environment.

# GLOSSARY OF SUBJECTS

## Subject Description

### Starting in Warehousing and Logistics

This foundation level subject provides an overview of supply chain operations and includes understanding the sectors within the industry, and departments within a warehouse and how they interrelate. It develops skills in communicating and participating in group discussions and provides an overview of equipment and technology in use.

### Storage In Warehouse Operations

Efficient and effective storage is at the heart of the Warehousing Industry. This subject provides an overview of warehouse operations and includes, identifying products, understanding the sections within a warehouse and specific storage areas. It develops skills in examining stock quality, reporting on products, as well as using workplace systems to identify and locate products and following security procedures.

### Sustainability in Logistics

Environmental sustainability is everyone's responsibility. This subject explains what sustainable practices are and how your staff can follow them in your workplace. Content includes recycling programs and ways to monitor usage of business resources, so your team member can identify money saving practices to benefit your business.

### Team and Service Skills in Supply Chain

Across all sectors of the Supply Chain it is important to work effectively with others and to provide quality service to internal and external customers. This subject looks at the interpersonal skills that are essential to being productive. The assessment activities require evidence of three customer service instances, working with a group to achieve an objective on at least two occasions and address at least one identified problem or conflict on each occasion. A case study is used as the basis of these activities to assist.

### Work Effectively in the Supply Chain

Working effectively in the Supply Chain requires a thorough understanding of the logistics, store and warehouse environments. This includes a focus on using quality methods and prioritising strategies to ensure customer satisfaction across Supply Chain management. A number of practical workplace activities are undertaken and used as assessment evidence to ensure new employees get started in the right way.

# GLOSSARY OF SUBJECTS

## Subject Description

### Work Effectively in Warehousing

Warehousing is a dynamic and ever-growing industry. This subject addresses the skills and knowledge required to work effectively in a logistics, store or warehouse environment. Including knowing and adhering to workplace standards, managing workload and working as part of a team. A range of practical workplace activities are undertaken and used as assessment evidence.

# THE ACCM ENROLMENT PROCESS

We make getting started easy

ACCM SENDS AN  
ENROLMENT LINK  
TO YOU UPON  
NOTIFICATION

	ONCE YOU REVIEW THE AGREEMENT JUST FORWARD LINK TO TRAINEE
	YOUR TRAINEE ENROLS ONLINE IN LESS THAN 10 MINUTES
	OUR SERVICE ONE TEAM WILL MAKE A WELCOME CALL TO YOUR TRAINEE AND SCHEDULE THEIR INDUCTION
	YOUR TRAINEE LOGS ON TO WEBCLASS AND WATCHES OUR WELCOME VIDEO THAT EXPLAINS WHAT COMES NEXT
	YOUR TRAINEE COMPLETES THE INITIAL SKILLS ASSESSMENT ON WEBCLASS AND SUBMITS THEIR ID
	YOU AND YOUR TRAINEE DETERMINE ELECTIVE CHOICES (IF REQUIRED)
	OUR SERVICE ONE TEAM COMPLETES THE INDUCTION BY PHONE AND CONFIRMS LLN* AND COURSE SUITABILITY
	SERVICE ONE SENDS THE GOVERNMENT TRAINING PLAN TO BE SIGNED BY YOU AND THE TRAINEE
	TRAINEE STARTS COURSE WORK ON THEIR FIRST SUBJECT
	SERVICE ONE MONITORS PROGRESS AND CONTACTS TRAINEE WEEKLY FOR FIRST 3-4 WEEKS TO OFFER SUPPORT
	YOUR TRAINEE'S PRIMARY TRAINING ADVISER TAKES OVER AT 4-5 WEEKS OFFERING SUPPORT AND COACHING UNTIL COMPLETION

\* LLN - to determine Language, Literacy and Numeracy suitability

# KEEPING YOU IN THE LOOP

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# EMPLOYER DASHBOARD

Traineeships are an investment in time, effort and resources for your organisation.

We know engaged employers will want to know how those investments are progressing.

Our experience has shown your involvement is key to your Trainee's success.

However, to be effective you need the most current and accurate information.

ACCM's web-based Employer Dashboard gives you that visibility 24/7... in real time.

- Daily questions completed
- Overall course progress
- Course Start and End dates
- Full course timetable and due dates
- Live Assessment results
- Log-in times/dates



**USE THIS QR CODE TO  
SEE OUR EMPLOYER  
DASHBOARD IN  
ACTION!**

Your Trainee's Student Training Adviser will also assist with detailed progress updates, study strategies and motivational support to help drive strong results.

You can also *always* speak to me, and I will help.

**Cherie McGregor**  
Director of RTO Operations



# AASN PARTNERSHIP

The process is straight-forward and help is waiting

Your Australian Apprenticeship Support Network (AASN) Field Consultant and ACCM College are there to help you

## What is an AASN?

The AASN is the official “go-between” for you, the government and ACCM College. Your AASN Field Consultant will help with questions, registration, submitting the Training Contract and processing your federal incentive claims.



### 1. CONTACT YOUR AASN\*

Your staff must be registered with the government in the first three months of employment to be eligible for a Traineeship.



### 2. CHOOSE THE RIGHT COURSE

Select the right qualification for your new Trainee. Your AASN Field Consultant and ACCM College can help you with any and all questions.



### 3. SIGN THE TRAINING CONTRACT

The AASN will help you and your Trainee complete the Training Contract. They will submit this to State Training and ACCM for you.



### 4. ENROL TRAINEE WITH ACCM

We will send you a link for your Trainee to enrol. Once enrolled, you will both be asked to sign the Training Plan.



### 5. AASN ON-GOING SUPPORT

Your AASN Field Consultant will check in on your Trainee during their Traineeship. And will always be available for assistance.



### 6. APPLY FOR INCENTIVE CLAIMS\*

AASN Field Consultants will help process federal incentive claims (based on eligibility) at 6 months and 12 months from sign up.

\* To be registered as a New Entrant Trainee, a new employee must be registered as a trainee within three months of commencing work, or within 12 months for part-time employees.

\* NSW employers may be eligible to receive a payroll tax rebate of 5.45% on the wages paid to trainees. They may also be eligible to receive up to \$3500 in employer incentives depending on the trainee's employment status. Part-time employees will attract \$1750