



# Certificate II in Supply Chain Operations

TLI20421



START YOUR CAREER IN TRANSPORT,  
LOGISTICS AND WAREHOUSING



## About This Course

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 learners can work effectively with colleagues and customers. This program specifically addresses legal current obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

To enrol in our programs you must be employed in a suitable role and be able to undertake on-the-job supervised workplace assessment activities. The College will undertake a review of your workplace and supervision situation as part of its entry requirements.

The course does NOT offer ticket/licencing options for forklifts, working at heights, EWP or any platforms. The units of competency offered are limited to what is feasible for us to deliver and assess, please discuss your specific needs with us prior to enrolment.

Having warehousing skills can open many new career opportunities. An area that is growing rapidly, roles are always likely to be always available to those with an interest in the field with the background experience as shown through this qualification. The Australian College makes training easier with high quality step by step online course materials and the support of a dedicated team of Student Advisers. Our online course allows you to complete studies in a flexible way and our Student Advisers are skilled at transferring their knowledge in an easy and understandable way, making your online course experience a positive one.

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## Subject Choices

- Starting in Warehousing and Logistics
- Safety in Warehousing and Logistics
- Work Effectively in Warehousing
- Mid Course Survey
- Chain of Responsibility Obligations
- Picking and Despatch
- Receive and Replenish Goods
- Team and Service Skills in Supply Chain
- Inventory and Stock Control
- Effective Communication in Logistics

# Key Course Facts

## Start Date:

Start immediately

## Duration:

Complete within 42 weeks

## Delivery Options:

On-line/Correspondence

## Group Training:

Contact the College for Availability

## Course Fees: \$2,900 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

### New Entrant Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	\$0	\$2,900	\$2,900	\$870	N/A	\$2,900	N/A

### Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	N/A	N/A	N/A	N/A	N/A	N/A	N/A

### School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	\$0	N/A	\$2,900	N/A	N/A	N/A	N/A

### Subsidised Training Options for this Qualification \*

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	\$0	N/A	N/A	N/A	N/A	N/A	N/A

\* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

\* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

\*\* Subject to eligibility and availability at the time of enrolment

# Entry Requirements

## Relevant Work Role Required

A warehouse or logistics environment is necessary to be able to undertake practical activities required in some subjects in this qualification, e.g. picking products, putaway and inventory stocktake.

It is not possible to undertake many electives without access to a worksite that allows you to undertake these activities.

As a minimum 70 hours of work must be undertaken.

You also must have be able to conduct practical on-the-job assessments in a safe environment under appropriate workplace supervision.

The College will undertake a review of your workplace and supervision situation as part of its entry requirements.

## Literacy Skills

### Reading Skills

*You must be able to:*

Read basic texts relevant to workplace requirements (ie policies and procedures)

Read and evaluate information and ideas to extract meaning relevant to the topic

Use different reading comprehension strategies as needed (ie identifying, questioning, previewing)

As a guide - you should have completed Year 10 schooling, or have proven workplace reading skills.

### Writing Skills

*You must be able to:*

Write clear sequenced instructions for using routine/everyday activities

Draft short emails and letters to convey required information

Complete a range of forms requiring routine and factual data

As a guide - you must have completed Year 10 schooling, or have proven workplace written communication skills.

## Language Skills (Spoken English)

*You must be able to:*

Demonstrate language use appropriate to different circumstances

Make enquiries or seek clarification as needed to perform tasks

Explain routine procedures and give clear sequenced instructions to others

As a basic guide - you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

## Numeracy Skills

*You must be able to:*

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

## Digital Literacy Skills

*You must be able to:*

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for short answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

## Computer and Internet Requirements

*You must have:*

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

# Subject Descriptions

## Core Subjects:

### 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 on equipment and technology in use.

Unit(s):

TLIX0023 - Identify the roles and functions of the supply chain industry

TLIE1003 - Participate in basic workplace communication

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### 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. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a warehouse or logistics environment. This is a great entry level subject to help you act and respond to emergency incidents in a safe manner; and undertake safety housekeeping activities.

Unit(s):

TLIF0025 - Follow work health and safety procedures

TLIF0022 - Conduct housekeeping activities

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### 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. It includes identifying and working to organisational standards, managing workload, and working as part of a team. A number of practical workplace activities are undertaken and used as assessment evidence to ensure every new employee gets started in the right way.

Unit(s):

TLIL0007 - Complete workplace induction procedures

TLIG0003 - Work effectively with others in a team

TLIJ2001 - Apply quality procedures

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## Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

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## 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 you are aware of your legal obligations and practical ways to meet them.

Unit(s):

TLIF0009 - Ensure the safety of transport activities (Chain of Responsibility)

TLIF2010 - Apply fatigue management strategies

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## Picking and Despatch

Picking and processing orders and safely loading and unloading goods is a primary focus of the Warehousing industry. This important Subject will give you an understanding of the way a warehouse functions to ensure efficient despatch and timely delivering of goods.

Unit(s):

TLIA0022 - Pick and process orders

TLIA0019 - Despatch stock

TLIA0020 - Package goods

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## 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 knowledge of this key aspect of Warehousing.

Unit(s):

TLIA0023 - Receive goods

TLIA0024 - Replenish stock

TLIA0021 - Participate in stocktakes

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## 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 be productive.

The assessment activities require evidence of 3 customer service instances and 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.



Unit(s):

BSBOPS304 - Deliver and monitor a service to customers

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## 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 receivables. Including establishing supply arrangements, monitoring and maintaining stock, processing receivables and storing stock, determining stock wastage and performing stock audits.

Unit(s):

TLIX0013X - Maintain stock control and receivables

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## 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. The critical Subject looks at the specific needs and demands of a busy logistics, stores or warehouse environment.

Unit(s):

BSBOPS203 - Deliver a service to customers

TLIG2007 - Work in a socially diverse environment

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# Service Guarantees

## Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

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## Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

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## Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

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## Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

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## Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

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## Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

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## Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

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## Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

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## Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.

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