

GenR8

Creating pathways to employment

TLI21815 – Certificate II in Logistics**SUBJECT LIST AND DESCRIPTOR**

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 vehicle as they apply to an individual's own job role. It includes explaining the chain of responsibility features, applying the requirements and identifying and reporting breaches in the Heavy Vehicle National Law (HVNL) and regulations or applicable state/territory law and regulations. Work is performed under some supervision, generally within a team environment.
TLIF1001 Follow work health and safety procedures	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. It includes following workplace procedures for hazard identification and risk control, contributing to WHS/OHS management arrangements and completing WHS/OHS records.
TLIG2007 Work in a socially diverse environment	This unit involves the skills and knowledge required to apply cultural awareness, communication principles and problem-solving techniques to facilitate working in a socially diverse environment. This is done in accordance with workplace procedures, relevant anti-discrimination and equal employment opportunity regulations. It includes communicating with customers and colleagues from diverse backgrounds and dealing with cross-cultural misunderstandings.
BSBCUS201 Deliver a service to customers	This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback. It applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.
TLIA2013 Receive Goods	This unit involves the skills and knowledge required to receive goods in accordance with regulatory and workplace requirements as part of work activities undertaken within the transport and logistics industry. It includes identifying workplace procedures and documentation requirements for receiving goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, unpacking and storing stock.
TLIA2021 Despatch Stock	This unit involves the skills and knowledge required to despatch stock in accordance with codes/regulations and workplace requirements as part of work activities undertaken within the transport and logistics industry. It includes analysing orders to identify work requirements, following workplace order picking processes to prepare goods for despatch, and completing despatch tasks in accordance with workplace procedures and schedules.
TLID1001 Shift Materials Safely Using Manual Handling Methods	This unit involves the skills and knowledge required to shift loads safely using manual handling methods. Work must be carried out in compliance with the relevant work health and safety (WHS)/occupational health and safety (OHS) regulations concerning the manual handling and movement of loads. It includes assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan.
TLIA2022 Participate in stocktakes	This unit involves the skills and knowledge required to participate in stocktakes in accordance with relevant regulations and workplace requirements within the transport and logistics industry. It includes product knowledge, preparing and conducting stocktakes, counting and identifying stock discrepancies and completing all required documentation.
TLIF2010 Apply Fatigue Management Strategies	This unit involves the skills and knowledge required to apply fatigue management strategies within the transport and logistics industry. Work is undertaken in compliance with relevant legislation, regulations, codes and guidelines.
TLIE2008 Process Workplace Documentation	This unit involves the skills and knowledge required to process workplace documentation in accordance with workplace requirements. Processing documentation is carried out as an integral part of work operations in the context of the workplace concerned. It includes planning and completing documentation to fulfil an identified purpose.
TLIA2012 Pick and Process Orders	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. It includes identifying workplace order picking processes, policies and procedures; picking and despatching orders; and recording stock levels.