



Certificate II in Logistics

TLI20119



Office Skills and Industry Background for
Logistics Support Staff

About This Course

There are a wide range of clerical and support staff in logistics operations. The Certificate II in Logistics is an entry level qualification for individuals entering into office and support roles in logistics. It provides key compliance training in safety and Chain of Responsibility, as well as fundamental communication and customer service skills. Choose an elective from Documents in Logistics, Sustainability, Stocktaking, Security Procedures or Keyboarding. Alternatively a warehousing elective can be added to your course.

Logistics is a growth area across retail, online shopping and commercial fields. With a variety of roles that are likely to always be available to those with experience in the field. ACCM College makes training easier with our high quality step by step online course materials and the support of a dedicated team of Student Advisers. Our online digital course allows students to complete studies in a flexible way and our Student Advisers are skilled at transferring their knowledge in an easy and understandable way, making the online course experience a positive one

Subject Choices

1 elective subject allowed

- Administration Tasks in Logistics
- Safety in Warehousing and Logistics
- Effective Communication in Logistics
- Chain of Responsibility Obligations
- Process Documents in Logistics
- Sustainability in Logistics (E)
- Participate in Stocktakes (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 12 months

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:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$1,700	N/A	N/A	N/A	N/A	N/A	N/A

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	\$1,700	N/A	N/A	N/A	N/A	N/A	N/A

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$1,700	N/A	N/A	N/A	N/A	N/A	N/A

Subsidised Training Options for this Qualification *

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,010	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 this qualification, eg picking products; putaway; inventory stocktake, manual handling.

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

As a minimum 70 hours of work must be undertaken.

Ability to conduct practical on-the-job assessments in a safe environment under appropriate workplace supervision.

Reading and Writing Skills

The Certificate II in Logistics is an on-line correspondence course, so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills

To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills

Numeracy skills are required at an average level eg completion of Year 10 maths and the ability to use a calculator.

Computer, Internet and Technology You Need

This qualification is offered online and requires learners to have:

- Access to a Desktop Computer or Laptop
- A stable internet connection and a plan that allows reasonable data usage
- An up-to-date Internet browser eg Internet Explorer 8+, Chrome or Firefox
- Some components can be completed on a smart phone/device

Subject Descriptions

Core Subjects:

Administration Tasks in Logistics

Ensuring documentation is managed correctly is a cornerstone of success in the Logistics industry. This Subject provides an overview of routine administration tasks in both warehouse and logistics operations. Responsibilities such as processing incoming and outgoing mail, filing, documentation and message taking are covered.

Unit(s):

TLIL2008 - Complete routine administrative tasks

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):

TLIF1001 - Follow work health and safety procedures

TLIF2006 - Apply accident-emergency procedures

TLIF1002 - Conduct housekeeping activities

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):

BSBCUS201 - Deliver a service to customers

TLIG2007 - Work in a socially diverse environment

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

Process Documents in Logistics

Documentation is crucial to your success in the Supply Chain industry! This Subject looks at the range of documents that have roles in a warehouse and logistics environment and the quality systems that apply. Documents include workplace and employment documents, delivery and despatch documents.

Unit(s):

TLIJ2001 - Apply quality procedures

TLIE0002 - Process workplace documentation

Elective Subjects: 1 elective subject allowed

Sustainability in Logistics

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

Unit(s):

TLIU2012 - Participate in environmentally sustainable work practices

Participate in Stocktakes

Accurate stocktakes are a fundamental requirement of the Logistics and Warehousing industry. This subject delivers the skills and knowledge required to participate in stocktakes, including product knowledge, preparing and conducting stocktakes, counting and identifying stock discrepancies and completing all required documentation.

Unit(s):

TLIA2022 - Participate in stocktakes

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.

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.

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.

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.

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.

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.

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.

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.

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.
