



Flexible Training Solutions

# Certificate II in Supply Chain Operations

## Overview

The recently created Certificate II in Supply Chain Operations is designed to combine Warehousing Operations and Logistics qualifications from the previous package and includes an optional specialisation in either of those streams.

Certificate II is the level that many operators undertake at the start of their Supply Chain career. It covers areas such as working safely, manual handling, Chain of Responsibility, pick/pack, and an overview the Supply Chain industry as a whole, including career pathways.

## Delivery and Structure

Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace-based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the TLI20421 Certificate II in Supply Chain Operations, students are required to complete a total of fourteen (14) units of competency, comprising of:

## Certificate II in Supply Chain Operations

- 5 core units
- 9 units from Group C
- up to 3 Imported units\*

## TLI20421 Certificate II in Supply Chain Operations



\*Supply Chain Operations courses may contain up to 3 imported electives from another nationally-recognised course where it is relevant to job role and that FTS is able to deliver on.

### Duration:

This course is typically delivered over 9-18 months



### Projects:

We believe that to get the most out of a training program, training should be applicable to the trainee's job role. Projects directly impact and relate to your business



### Workplace mentors:

A workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



## Delivery Mode

Formal Delivery →

Mentoring →

Workplace Learning →

### Formal Sessions

Workplace-based  
- face to face  
- online  
- correspondence  
- blended

### As needed

Individual or group coaching sessions  
  
Application workplace based

### Continuous

Self paced  
Workbook or online  
Shadowing and observation  
On-the-job project facilitation and assessment

This nationally recognised qualification is delivered by Flexible Training Solutions RTOID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

For more information or to get started visit [www.flexibletrainingsolutions.com.au](http://www.flexibletrainingsolutions.com.au)

# Certificate III in Supply Chain Operations

The below list covers the generally available units for the qualification, though there are further possibilities available using Import units.

If there is something you're wanting to include in the course that isn't listed, please reach out via the contact details below or using the form on our website and we'll see how we can make that work. Please note that not all of our trainers can deliver all units and for some units choice of delivery method may be limited as a result.

## Core Units (complete all)

TLIE1003	Participate in basic workplace communication
TLIF0009	Ensure the safety of transport activities (Chain of Responsibility)
TLIF0025	Follow work health and safety procedures
TLIL0007	Complete workplace induction procedures
TLIX0023	Identify the roles and functions of the supply chain industry

## Group C: General elective units

BSBINS201	Process and maintain workplace information
BSBOPS305	Process customer complaints
BSBTEC201	Use business software applications
TLIA0010	Identify goods and store to specifications
TLIA0019	Despatch stock
TLIA0020	Package goods
TLIA0021	Participate in stocktakes
TLIA0022	Pick and process orders
TLIA0023	Receive goods
TLIA0024	Replenish stock
TLIA1001	Secure cargo
TLIA2014	Use product knowledge to complete work operations
TLIB2001	Check and assess operational capabilities of equipment
TLIC1051	Operate commercial vehicle
TLID0006	Move materials mechanically using automated equipment
TLID0015	Load and unload goods/cargo
TLID0016	Operate a forklift
TLID0020	Shift materials safely using manual handling methods
TLIE0002	Process workplace documentation
TLIE2007	Use communications systems
TLIF0022	Conduct housekeeping activities
TLIG0003	Work effectively with others in a team
TLIH0005	Interpret road maps and navigate pre-determined routes
TLIJ0003	Apply quality systems
TLIK2010	Use infotechnology devices in the workplace
TLIO0003	Follow security procedures when working with goods and cargo
TLIU2012	Participate in environmentally sustainable work practices

For more information contact us directly, or visit us online

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NATIONALLY RECOGNISED  
TRAINING

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