



TLI20421 Certificate II in Supply Chain Operations

This is a general qualification for supply chain operations.

This qualification is for a person engaged in supply chain operations support who undertakes a range of tasks involving known routines and procedures, with limited individual responsibility.

Course Information

Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Depot Yard Person
- Dispatch Clerk
- Furniture Removalist
- Inventory Clerk
- Loader
- Pick Packer
- Reach Truck/Forklift Driver
- Receiving Clerk
- Store Person
- Transport Clerk
- Warehouse Operator
- Yard Person

Course Delivery

On-the-job training.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

We are based in three convenient locations around Tasmania.

Hobart

1 Bowen Rd
PO Box 447
Moonah TAS 7009

Launceston

26 Elizabeth St
PO Box 5500
Launceston TAS 7250

Devonport

56 Oldaker St
Devonport TAS 7310





Course Content

This qualification has 14 units, 5 core, 9 electives to complete. On completion, participants will be able to demonstrate the practical skills and knowledge regarding:

- Safe workplace practices and supply chain procedures
- Stock handling, storage and inventory operations
- Customer service, communication and teamwork skills

Units of Competency

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
General elective units	
BSBOPS203	Deliver a service to customers
BSBTEC201	Use business software applications
TLIA0010	Identify goods and store to specifications
TLIA0019	Dispatch 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
TLID0015	Load and unload goods/cargo
TLIH0005	Interpret road maps and navigate pre-determined routes
TLIO0003	Follow security procedures when working with goods and cargo
TLIU2012	Participate in environmentally sustainable work practices

Subject to change

● trainingcourses@workandtraining.com.au

● 1300 309 675

workandtraining.com.au