

## A smarter future

Our consultants can work with you to identify essential skills needed by your workforce and design a training solution to drive your business forward across business sectors that include:

- Business Services
- Competitive Systems & Practices
- Management
- Manufacturing
- Printing & Graphic Arts
- Retail Services
- Sales & Customer Service
- Transport & Logistics



MELBOURNE ➔ SYDNEY ➔ BRISBANE ➔ ADELAIDE ➔ PERTH



## Certificate IV in Warehousing Operations

TLI41816 CERTIFICATE IV IN WAREHOUSING OPERATIONS



### Course Overview

This program seeks to develop advanced skills in leadership, supply management, quality systems and customer service. It focuses on the implementation and maintenance of sound workplace practices to effectively lead a workforce and manage customer-focused systems in the warehousing environment.



# Warehousing Operations

## The Spectra Training Difference

Spectra's Dynamic Training System offers the unique experience of group and individual training delivered in workshops and on the job. This system ensures practical application of learning in your workplace so staff enjoy training and can apply their skills and knowledge.

- Spectra Training engages with workplace mentors to ensure the training provides real benefits and improvements that help retain staff and add value to your business.
- Our trainers are industry experienced professionals who can ensure measurable outcomes.
- Minimal disruption to your operations as we understand day to day work pressures.
- We engage directly with industry and implement training strategies that will respond to industry's specific needs using our in-house instructional design writers.
- We identify where individuals may need extra support and assistance to complete their training.

## TLI41816 CERTIFICATE IV IN WAREHOUSING OPERATIONS

### Course Overview

This program seeks to develop advanced skills in leadership, supply management, quality systems and customer service. It focuses on the implementation and maintenance of sound workplace practices to effectively lead a workforce and manage customer-focused systems in the warehousing environment.

### Delivery and Assessment Methods

Delivery is a combination of group workshops and one-on-one sessions. Group workshops ensure the theory is well understood and then the knowledge and skills are practised in the one-on-one coaching sessions. Assessment tasks typically include on-the-job observation and questioning, in-class activities and workplace based projects.

### Entry Requirements

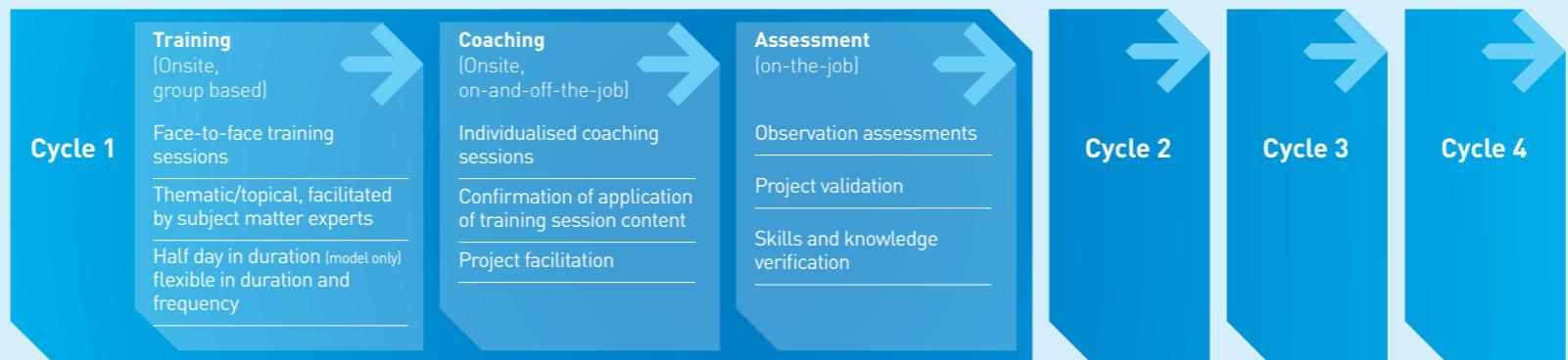
Participants' primary function/role must be to lead or supervise a team in a warehousing/storage environment. Participants must have strong English language skills, basic computer skills, and intermediate literacy and numeracy skills equivalent to Year 10 of compulsory schooling, as a minimum.

### Duration

This program is typically delivered over a 12 month period; however, this will vary according to client needs and will be negotiated during the consultation process.

## Course Structure

### Dynamic Training System Cycle



### Proposed Training Program

Pre-Training	Induction	Topics Covered	Units
		Pre-training review, including: ➢ Skills recognition application (if applicable) ➢ Language, Literacy and Numeracy assessment	Learner Induction Mentor Induction
Cycle No.	Title	Topics Covered	Units
Cycle 1	<b>Workplace Fundamentals</b>	<ul style="list-style-type: none"> <li>➢ Organisation policies, procedures &amp; code of conduct</li> <li>➢ Business ethics</li> <li>➢ Risk management &amp; WHS compliance</li> <li>➢ Staff consultation</li> <li>➢ Improving environmental performance &amp; sustainability</li> </ul>	Complete workplace orientation/induction procedures (TLIL1001) – CORE UNIT Follow work health and safety procedures (TLIF1001) – CORE UNIT Develop and maintain a safe workplace (TLIF4014) Implement and monitor environmentally sustainable work practices (TLIU3011)
Cycle 2	<b>Positive Role Modelling</b>	<ul style="list-style-type: none"> <li>➢ Effective time management</li> <li>➢ Professional learning and development</li> <li>➢ Developing team cohesion</li> <li>➢ Providing coaching &amp; mentoring</li> <li>➢ Complying with industry regulations</li> </ul>	Manage personal work priorities and professional development (TLIL4009) Promote effective workplace practice (TLIL4033) Lead team effectiveness (BSBLDR403) Manage workplace information (TLIP4005) Apply chain of responsibility legislation, regulations and workplace procedures (TLIF0001) – CORE UNIT
Cycle 3	<b>Leading Teams</b>	<ul style="list-style-type: none"> <li>➢ Creating a high-performing team</li> <li>➢ Managing conflict effectively</li> <li>➢ Improving team commitment</li> <li>➢ Managing teams to achieve better results</li> </ul>	Lead a work team or group (TLIG3002) Facilitate work teams (TLIG4006) Apply conflict/grievance resolution strategies (TLIL4005) Show leadership in the workplace (BSBMGT401)
Cycle 4	<b>Performance and Stock Monitoring</b>	<ul style="list-style-type: none"> <li>➢ Ensuring stock levels meet customer demand</li> <li>➢ Managing &amp; monitoring supplier relationships</li> <li>➢ Monitoring &amp; rectifying stock discrepancies</li> <li>➢ Handling workplace information – privacy, access, storage</li> <li>➢ Moving freight efficiently</li> </ul>	Assess and monitor optimum stock levels (TLIA4028) Monitor supplier performance (TLIR4001) Organise transport of freight or goods (TLIA4032) Implement and supervise stocktaking procedures (TLIR4008)
Cycle 5	<b>Quality Customer Service</b>	<ul style="list-style-type: none"> <li>➢ Quality standards &amp; customer requirements</li> <li>➢ Using systems effectively to meet customer needs</li> </ul>	Assess and confirm customer transport requirements (TLIL4010) Coordinate quality customer service (TLII4001) Apply quality systems (TLIJ3002) Collect, analyse and present workplace data and information (TLIE4006)

### Pre-training Review

Prior to the commencement of training, a pre-training review will be undertaken to ascertain the participant's current levels of language, literacy & numeracy (LL&N), eligibility for skills recognition/recognition of prior learning and if any specific support needs are required.

### Mentor Induction and Engagement

Spectra Training believes that it is very important to have effective workplace mentors from your business engaged in this learning. This ensures that the knowledge and skills are reinforced throughout the program and that the participant progresses through and completes the course. Workplace mentors are comprehensively inducted into the program so their roles and responsibilities are well understood.

### Pathway / Careers

Successful completion of this program can lead to career opportunities such as Warehouse or Distribution Centre Team Leader, Supervisor, or Manager.

Further study can be undertaken in the Diploma of Logistics (TLI50415).

### Access and Equity

Spectra Training is committed to ensuring people with special needs have equal opportunity and access to its courses. Spectra Training is committed to identifying and supporting the learning needs of each individual and encourages people of all abilities to apply to undertake learning.

### Fees and Charges

Information about course fees and charges can be found in the National Fees Booklet available on the Spectra website: [www.spectra.edu.au](http://www.spectra.edu.au)

Spectra's Refund Policy is also published on the website.

### Eligibility / Government Funding

Spectra Training is a national provider of workplace training (TOID 21356). For eligible participants, this training may be partly funded by your State/Territory Government in partnership with the Commonwealth Government.

If accessing this funding students may not be eligible for further State and Commonwealth Government Funded Training.

For information on eligibility criteria, please consult the Spectra Training website.

For further information on state/territory initiatives or details of an Australian Apprenticeship Centre please visit: [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)