



# Pivotal Training and Development

RTO Code: 90272

## TLI31616- Certificate III in Warehousing Operations

This is a general qualification for the Warehousing and Storage Industry.

It involves a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, with some discretion and judgement in selecting equipment, services or contingency measures and within known time constraints.



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

### Job roles

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

- ✓ General Warehouse Operator
- ✓ Postal Worker
- ✓ Storeperson

*This qualification will be issued according to the Australian Qualifications Framework*



<b>Pathways</b>	
<i>Pathways into the qualification</i>	Preferred pathways for candidates considering this qualification include:  TLI21616- Certificate II in Warehousing Operations or Candidates with extensive vocational experience in Warehousing Operations with limited responsibility for the output of others.
<i>Pathways from the qualification</i>	After achieving this qualification candidate my undertake Certificate IV in Leadership and Management.
<b>Support</b>	
	Pivotal provides a variety of delivery modes and assessment evidence techniques to support the learner to meet the requirements of this qualification.
<i>Language, Literacy and Numeracy Requirements and Assistance</i>	Students who experience difficulties in basic areas of learning and behaviour, regardless of the cause are supported through Learning and Support resources available at Pivotal.  Students do not need a formal disability diagnosis to access support. Support is available It for students with significant learning difficulties, mild intellectual disability, language disorder.
<i>Academic Support</i>	Your experienced Trainers and Assessors are your first point of contact for support. They will guide you through your academic journey and also refer you to other support that you may require.
<i>Learning Support</i>	Where language, literacy and numeracy gaps or physical barriers are identified, Pivotal will use strategies to address gaps and support the learner throughout the qualification.
<i>Student support</i>	If Throughout the program students circumstances of hardship (financially, health, etcetera) that may hinder the student's progression in the program. Our staff will work with each affected student to make sure that the student gets the proper attention and support to successfully complete the program.
<i>Peer support</i>	Our students are encouraged to work together and in teams. You will find plenty of encouragement amongst your peers.
<b>Why Pivotal Training &amp; Development</b>	
<i>Our Mission Statement</i>	Pivotal Training and Development Pty Ltd is a Registered Training Organisation (RTO) with Australian Skills Quality Authority to deliver and assess accredited

	<p>courses within the Australian Qualification Framework (AQF).</p> <p>Our mission is to work with organisations that aspire to develop and maintain a highly skilled and productive workforce.</p> <p>We strive to facilitate personal and professional growth in individuals by providing a unique first class training and structured assessment strategies. Therefore, we offer a specialised range of accredited courses that can be specifically tailored to suit individual trainees and their organisational needs.</p>
<i>Qualifications</i>	<p>Our expertise focuses on following areas of specialisation:</p> <ul style="list-style-type: none"> <li>✓ Warehousing Operations</li> <li>✓ Food Processing</li> <li>✓ Pharmaceutical Manufacturing</li> <li>✓ Process Manufacturing</li> <li>✓ Competitive Systems and Practices</li> <li>✓ Sales</li> <li>✓ Leadership and Management</li> <li>✓ Work Health and Safety</li> <li>✓ Retail</li> <li>✓ Hospitality</li> </ul>
<i>Our trainers and Assessors</i>	<p>All our trainers are experts in their chosen field. Each has the prescribed professional and training qualification.</p> <p>All Pivotal trainers must have current vocational experience in their respective field. Although our customised training solutions are pioneering and original, however it is our team's expertise and their passion that really makes the difference.</p> <p>We recognise that the contribution of a competent, motivated and confident employee is the key to the organisation's success. Therefore, we customise our programs to meet your organisational needs and the needs respective regulatory requirements to ensure a positive outcome for all stakeholders.</p>
<b>Course entry requirements</b>	
<i>Employment</i>	Learners must be currently employed in a workplace that allows them to contribute to a workplace project.
<i>Education</i>	While there are no formal education entry requirements stipulated by the Training Package, given the nature of

	<p>the course learners must have:</p> <p>Completed schooling to Year 12, OR 2 years industry experience in a role that requires the use of written documentation and communication.</p>
<i>English</i>	Where prospective learners have not successfully completed English at Year 12 level, they can demonstrate equivalency.
<b>Recognition and Credit transfer</b>	
<i>Recognition of Prior Learning (RPL) Credit Transfer</i>	RPL: Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and must be made using the Application Form.
<i>Credit transfer:</i>	Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.
<b>Delivery &amp; Assessment</b>	
<i>Delivery</i>	<p>Enrolment Options available: Students select one option</p> <ul style="list-style-type: none"> <li>✓ Full time on campus program</li> <li>✓ Self-paced external studies program</li> <li>✓ On the Job training (Eligibility requirements apply)</li> </ul>
<i>Start date</i>	Ongoing
<i>Duration</i>	<p>Full time up to 20hrs per week for 40.</p> <p>Duration may vary depending on your current competence in Leadership and Management.</p> <p>Students with experience in the field are encouraged to apply for RPL.</p>
<i>AQF Level</i>	III
<i>Location</i>	Parramatta and/or Workplace
<i>Assessment outline</i>	<p>A minimum of 3 forms of evidence are required by Pivotal to confirm competence, each unit will require 3 of the following:</p> <ul style="list-style-type: none"> <li>✓ Short Answer Assessment Questions*</li> <li>✓ Practical demonstration/ observation</li> <li>✓ Project Task</li> <li>✓ Portfolio of evidence – workplace documents</li> <li>✓ Third Party report *</li> <li>✓ indicates essential evidence if completing a work based training.</li> </ul> <p>Assessment is conducted at the following session to which the training has been conducted allowing the participant to carry out tasks directly related to the unit</p>

	studied and the supervisor to adequately observe the participant in depth during this time period
<b>Funding</b>	
<i>NSW Smart and skilled</i>	<p>Smart and Skilled qualifications are subsidised by the NSW Government. Eligible students can choose from hundreds of qualifications, from Certificate I to Advanced Diploma.</p> <p>Smart and Skilled training covers apprenticeships and most new-entrant traineeships, although it excludes VET courses in schools.</p>
<i>What will I pay?</i>	<p>All Smart and Skilled providers will charge the same student fee because the NSW Government has fixed course fees. The fees vary according to the level of the course and the price the Government has determined for the qualification. Your course fee will also vary according to your individual circumstances.</p> <p>The 2017 Student Fees show detailed fees for each course, but generally:</p> <ul style="list-style-type: none"> <li>✓ The 'First Qualification fee' will apply if you have no previous post-school qualification</li> <li>✓ 'Second or Further Qualification fee' will apply if you already have a post-school qualification</li> <li>✓ The 'traineeship fee' will apply if you are a registered apprentice and will be capped at \$1,000</li> <li>✓ Foundation Skills student fees will be \$220-\$320, or \$80 if you are eligible for concession</li> </ul>
<i>Fee Free scholarship</i>	<p>The NSW Government's <i>Reskilling NSW</i> initiative includes the creation of <b>Smart and Skilled Fee-Free Scholarships</b>.</p> <p>Fee-Free Scholarships cover the course fee for eligible people who are undertaking a Smart and Skilled course.</p> <p>Smart and Skilled Fee-Free Scholarships are available for:</p> <ul style="list-style-type: none"> <li>• young people who are eligible for a Smart and Skilled concession fee</li> <li>• young people who are or have been in out-of-home care</li> <li>• people who are experiencing or have experienced domestic and family violence and their dependents.</li> </ul>

<i>Austudy/Abstudy Approved</i>	No
<i>Nationally recognised</i>	Yes
<b>Payment (Fee for Service)</b>	
<i>Enrolment fee</i>	NIL
<i>Total course fee</i>	\$6,250.00  Fees are not levied for credit transfer applications or transition for superseded qualifications.
<i>Instalments</i>	Fees may be paid in 10 equal instalments of \$625  All overdue fees are to be paid before a statement of attainment / certificate is issued.
<i>Payment Options</i>	Fee for Service Payment Plan Available This option is available in some circumstances and must be negotiated with Pivotal prior to the administrative date. A deposit of \$500 per study session is payable before the administration date. Full payment must be made by the end of the teaching period for which the student is enrolled.
<i>Pivotal accepts the following payment methods for upfront fees:</i>	Payment plans can be negotiated with Pivotal accounts department and can be fulfilled in the following way: <ol style="list-style-type: none"> <li>1. Cheque or money order</li> <li>2. Credit card (not Amex or Diners Club)</li> <li>3. Bank deposit</li> </ol> Students will be liable for any bank fees and charges associated with dishonoured cheques, credit cards or bank transfers.
<b>Refunds</b>	
	The following refund policy will apply: <ul style="list-style-type: none"> <li>• Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.</li> <li>• Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Pivotal Training &amp; Development is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.</li> </ul>

	<ul style="list-style-type: none"> <li>Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.</li> </ul>
<b>How to apply</b>	
	<p><b>Pivotal Training and Development Pty Ltd</b>  RTO Enrolments  Level 8, 80 George Street  Parramatta NSW 2150  Phone: 02 9687 9299  Fax: 02 9687 9499  Email: pivotal@pivotal.com.au</p>
<b>Complaints and appeals</b>	
	Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
<b>More information</b>	
	We recommend that you read The Student Handbook available on our website prior to enrolling with us.

## TLI31616 - Certificate III in Warehousing Operations

<b>Program</b>				
<b>Modules</b>	<b>Code</b>	<b>Core units or Elective Group</b>	<b>Unit title</b>	<b>Recommended Delivery Order</b>
<b>Risk &amp; Workplace Safety</b>				
	Core	TLIF0001	Apply chain of responsibility legislation, regulations and workplace procedures	1
	Core	TLIF1001	Follow work health and safety procedures	2
	Core	TLIL1001	Complete workplace orientation/induction procedures	3
	Elective	TLIF3003	Implement and monitor work health and safety procedures	4
	Elective	TLIO3016	Apply and monitor workplace security procedures	5
<b>Storage</b>				
	Elective	TLIA3017	Identify products and store to specifications	6
	Elective	TLIA3004	Process receipt and delivery of containers and cargo	7
	Elective	TLIA3026	Monitor storage facilities	8
<b>Workplace Documents</b>				
	Elective	TLIA3015	Complete receiptal/despatch documentation	9
	Elective	TLIA3016	Use inventory systems to organise stock control	10
	Elective	TLIA3024	Organise warehouse records operations	11
	Elective	TLIE3004	Prepare workplace documents	12
<b>Despatch and Recieval</b>				
	Elective	TLIA3019	Organise receiptal operations	13
	Elective	TLIA3018	Organise despatch operations	14
	Elective	TLIA3038	Control and order stock	15
	Elective	TLIA3039	Receive and store stock	16
<b>Personal development and Leadership</b>				
	Elective	BSBWOR301	Organise personal work priorities and development	17
	Elective	TLIG3002	Lead a work team or group	18
<b>Sustainability</b>				
	Elective	TLIU2012	Participate in environmentally sustainable work practices	19



## TLI31616 - Certificate III in Warehousing Operations

### Volume of Learning

<b>Program</b>				
<b>Modules</b>	<b>Code</b>	<b>Core units or Elective Group</b>	<b>Unit title</b>	<b>Nominal Hours</b>
<b>Risk &amp; Workplace Safety</b>				
	Core	TLIF0001	Apply chain of responsibility legislation, regulations and workplace procedures	15
	Core	TLIF1001	Follow work health and safety procedures	15
	Core	TLIL1001	Complete workplace orientation/induction procedures	30
	Elective	TLIF3003	Implement and monitor work health and safety procedures	30
	Elective	TLIO3016	Apply and monitor workplace security procedures	40
<b>Storage</b>				
	Elective	TLIA3017	Identify products and store to specifications	40
	Elective	TLIA3004	Process receipt and delivery of containers and cargo	40
	Elective	TLIA3026	Monitor storage facilities	30
<b>Workplace Documents</b>				
	Elective	TLIA3015	Complete receipt/despatch documentation	40
	Elective	TLIA3016	Use inventory systems to organise stock control	40
	Elective	TLIA3024	Organise warehouse records operations	30
	Elective	TLIE3004	Prepare workplace documents	20
<b>Despatch and Recieveal</b>				
	Elective	TLIA3019	Organise receipt operations	40
	Elective	TLIA3018	Organise despatch operations	40
	Elective	TLIA3038	Control and order stock	40
	Elective	TLIA3039	Receive and store stock	40
<b>Personal development and Leadership</b>				
	Elective	BSBWOR301	Organise personal work priorities and development	30
	Elective	TLIG3002	Lead a work team or group	40

<b>Program</b>				
<b>Modules</b>	<b>Code</b>	<b>Core units or Elective Group</b>	<b>Unit title</b>	<b>Nominal Hours</b>
<b>Sustainability</b>				
	Elective	TLIU2012	Participate in environmentally sustainable work practices	20
<b>Total</b>				<b>620</b>

**Other Accredited Courses available at Pivotal Training and Development:**

<b>COURSE CODE</b>	<b>Qualification name</b>
<b>BSB51915</b>	<b>- Diploma of Leadership and Management</b>
<b>BSB40615</b>	<b>- Certificate IV in Business Sales</b>
<b>BSB42015</b>	<b>- Certificate IV in Leadership and Management</b>
<b>FDF10111</b>	<b>- Certificate I in Food Processing</b>
<b>FDF10210</b>	<b>- Certificate I in Pharmaceutical Manufacturing</b>
<b>FDF20111</b>	<b>- Certificate II in Food Processing</b>
<b>FDF20211</b>	<b>- Certificate II in Pharmaceutical Manufacturing</b>
<b>FDF30111</b>	<b>- Certificate III in Food Processing</b>
<b>FDF30210</b>	<b>- Certificate III in Pharmaceutical Manufacturing</b>
<b>FDF40110</b>	<b>- Certificate IV in Food Processing</b>
<b>MSM30116</b>	<b>- Certificate III in Process Manufacturing</b>
<b>MSS30316</b>	<b>- Certificate III in Competitive Systems and Practices</b>
<b>MSS40316</b>	<b>- Certificate IV in Competitive Systems and Practices</b>
<b>SIR30216</b>	<b>- Certificate III in Retail</b>
<b>SIR40316</b>	<b>- Certificate IV in Retail Management</b>
<b>SIT30616</b>	<b>- Certificate III in Hospitality</b>
<b>BSB41415</b>	<b>- Certificate IV in Work Health and Safety</b>