

FACT SHEET

TDT31102 – Certificate III in Transport & Distribution (Administration)

A General Qualification for Administration roles within the Transport Industry. Employees perform a defined range of skilled operations, where some discretion and personal judgement is required within role limitations.

To be awarded this qualification you must attain successful assessment in a total of 21 competency units. This program covers the following units to make up the full qualification, but may be varied to suit job specific roles:

- 6 Generic Competency Units (involving OHS) from a Certificate I level, plus...
- TDTA1497B – Use Product Knowledge to Complete Work Operations
- TDTE897B – Process Workplace Documentation
- TDTE701A – Use Communication Systems
- HLTF1A – Apply Basic First Aid
- TDTG701A – Work in a Socially Diverse Environment
- TDTGCSO04A – Meet Customer Needs & Expectations
- TDTL898B – Complete Routine Administration Tasks
- TDTQ197C – Conduct Financial Transactions

- TDTR398B – Negotiate a Contract
- TDTA3801A – Control & Order Stock
- TDTA297B – Maintain Container / Cargo Records
- TDTF397B – Implement & Monitor OHS Procedures
- TDTE1298B – Consolidate Manifest Documentation
- TDTGCS703A – Process Customer Complaints
- TDTG297B – Lead a Work Team or Group

This program will be offered throughout the ACT & South Western NSW regions; however, if there are enough students interstate we have the ability to negotiate delivery terms with you regarding your specific location requirements.

Assessment of each unit will take the form of a combination of the following:

- Portfolio of Documents
- Supervisor's Checklist (verifying your work)
- Team Member's Checklist (supporting your work)
- Workplace Projects (proving your skills and knowledge)

- Answers to Underpinning Knowledge Questions

Your assessor will also monitor your general subject knowledge.