



## Dual Diploma

### TLI50415 Diploma of Logistics & BSB51915 Diploma of Leadership and Management

Unit	Description	TLI50415	BSB51915
TLIF0002 Administer chain of responsibility policies and procedures	This unit involves the skills and knowledge required to identify, apply and follow chain of responsibility policies and procedures in a supervisory role in relation to heavy vehicles. It includes explaining the chain of responsibility features and administering the requirements in the Heavy Vehicle National Law (HVNL) and regulations or applicable state/territory law and regulations. It also involves administering and monitoring chain of responsibility workplace policies and procedures, and identifying and reporting chain of responsibility breaches.	Core	
TLIL5020 Develop and maintain operational procedures for transport and logistics enterprises	This unit involves the skills and knowledge required to develop and maintain operational procedures for transport and logistics enterprises in accordance with relevant regulations, standards and codes of practice, including the Australian Dangerous Goods (ADG) Code and workplace procedures. It includes planning and developing operational procedures, and monitoring and evaluating the implementation of these operational procedure/s. Work is under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.	Core	Imported - Elective
BSBWHS501 Ensure a safe workplace	This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements. This unit applies to managers working in a range of contexts who have, or are likely to have responsibility for WHS as part of their broader management role. It is relevant for people with obligations under WHS legislation, for example persons conducting a business or undertaking (PCBUs) or officers, as defined by relevant legislation.	Technical	Group A
TLIA5058 Manage facility and inventory requirements	This unit involves the skills and knowledge required to manage a facility and its inventory requirements, in various contexts within the transport and logistics industry. It includes identifying space, safety and security requirements; developing a documentation system; designing storage zones and evaluating facility utilisation.	Technical	
TLIF4064 Manage fatigue management policy and procedures	This unit involves the skills and knowledge required to manage organisational fatigue management policy and procedures in accordance with relevant legislation and regulations. It includes identifying legal requirements, liabilities and responsibilities for establishing and/or improving fatigue management implementation plans, policies and procedures. It also includes acting appropriately on reports and identified breaches of fatigue management regulations. It also includes ensuring operational systems are compliant with fatigue management regulations and policy; planning and organising	Technical	

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	adequate resources and operational systems; and facilitating the training and assessment of staff on their responsibilities and fatigue management techniques.		
TLII5018 Manage customer service	This unit involves the skills and knowledge required to manage customer service as part of work undertaken in various contexts within the transport and logistics industry. It includes planning to meet internal and external customer requirements, ensuring delivery of quality products/services and monitoring, adjusting and reporting customer service to improve the provision of products/services.	Technical	
BSBCUS501 Manage quality customer service	This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.		Group A
TLIP5004 Develop a transport and logistics business plan	This unit involves the skills and knowledge required to develop a business plan for an organisation or a discrete business unit in the transport and logistics industry, in accordance with relevant Australian and international regulatory requirements, standards, codes of practice and workplace procedures. This includes conducting a situational and market analysis, analysing the organisational environment, developing appropriate strategies, and implementing and evaluating the resulting business plan. Work is under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.	Technical	
TLIX4028 Apply knowledge of logistics	This unit involves the skills and knowledge required to analyse and apply knowledge of logistics in accordance with relevant organisational policy and procedures. It includes accessing and interpreting relevant logistics information and applying this information in the workplace. This unit applies to emerging logistics specialists who need an understanding of the functions and activities of the wider organisation but is applicable to any individual in this field of work. The application of this knowledge is required by people who are not currently specialists in the field but need the knowledge to inform their decision making.	Technical	
TLIU4001 Implement and monitor environmental protection policies and procedures	This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures. It includes accessing relevant information concerning environmental protection regulations and procedures as well as implementing and monitoring environmental hazard procedures, related control procedures, environmental training arrangements and required records and documentation. People achieving competence in this unit will need to comply with relevant national, state/territory legislative and regulatory requirements and codes of practice.	Technical	
BSBMGT502 Manage people performance	This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. It applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement. The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.	Elective	Group A

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<p>BSBMGT516 Facilitate continuous improvement</p>	<p>This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements. It applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.</p>	<p>Elective</p>	<p>Group A</p>
<p>BSBMGT517 Manage operational plan</p>	<p>This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan. This unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.</p>	<p>Elective</p>	<p>Core</p>
<p>BSBR501 Manage risk</p>	<p>This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting. It applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.</p>	<p>Elective</p>	<p>Group A</p>
<p>BSBWOR501 - Manage personal work priorities and professional development</p>	<p>This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks. It applies to individuals working in managerial positions who have excellent organisational skills. The work ethic of individuals in this role has a significant impact on the work culture and patterns of behaviour of others as managers at this level are role models in their work environment.</p>	<p>Imported Elective</p>	<p>Group A</p>
<p>BSBFIM501 Manage budgets and financial plans</p>	<p>This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes. It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.</p>	<p>Imported Elective</p>	<p>Group A</p>
<p>BSBLDR501 Develop and use emotional intelligence</p>	<p>This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes. It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.</p>		<p>Core</p>

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<p>BSBLDR502 Lead and manage effective workplace relationships</p>	<p>This unit describes the skills and knowledge required to lead and manage effective workplace relationships. It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity. At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.</p>		<p>Core</p>
<p>BSBWOR502 Lead and manage team effectiveness</p>	<p>This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation. It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.</p>		<p>Core</p>