PERSONAL LEARNING REQUIREMENTS

TLI30321 Certificate III in Supply Chain Operations

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to listen to feedback and advice of supervisors
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. able to keep client records, complete workplace forms)
- Listen actively (e.g. understand instructions and client feedback)
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language)
- Respond appropriately to feedback or questions
- Respond to all types of communication in a time efficient, accurate and appropriate manner
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Ability to be on your feet for extended periods of time, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to work in physically demanding environments
- Adequate vision (e.g. move safely to avoid physical hazards, carrying out work, using tools)
- Capacity to wear Personal Protective Equipment (PPE) (e.g. masks and gloves)
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, tensioning)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on a consistent basis (e.g. lifting, bending, squatting, kneeling, twisting)
- Manual handling techniques (e.g. regular lifting, carrying equipment and tools)
- Manually operate machinery and equipment (e.g. hand and power tools, small plant equipment, vehicles including forklift)
- Tolerance to noise (e.g. from power tools and equipment)

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to learn new processes, methods and equipment
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical & financial skills (e.g. stock control, calculating weight and volume and amounts of materials required)
- Ability to understand and follow instructions
- Able to apply and interpret industry related terminology, symbols, abbreviations and language
- Accept responsibility for accurate completion of work and seek help when required
- Basic project management skills (e.g. tools, equipment and materials required)
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain industry knowledge

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- Capacity to maintain focus and concentration
- Read, understand and interpret written materials (e.g. work health & safety documents, standard operating procedures)

Behavioural & Social Skills

- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to work as part of a team and/or independently
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Hands-on, practical and realistic approach to work
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Integrity (e.g. honest and ethical)
- Team player
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Capacity to develop knowledge of machines and tools, including safe use and maintenance
- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

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You can also contact one of our support services:

- ☐ Disability Support Team: https://www.thegordon.edu.au/future-students/student-services/disability-support
- ☐ Learning Support Services: https://www.thegordon.edu.au/quick-links/gordon-students/learning-support
- ☐ Career Counselling: https://www.thegordon.edu.au/future-students/student-services/career-services
- ☐ Contact the Geelong or Werribee Skills and Jobs Centre here: https://www.thegordon.edu.au/skills-and-jobs-centre/about-us

You can view all courses offered at The Gordon here: https://www.thegordon.edu.au/courses/all-courses

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