

APPENDIX C

Occupations and Qualifications in Demand Table

Logistics



ANZSCO code	Occupation	Training Package qualification	Justification/evidence (qualitative and/or quantitative)
591212 – Import-Export Clerk	Customs Brokers	TLI31310 Certificate III in International Freight Forwarding (Operator)	<p>The activities of customs brokers and freight forwarders are closely linked, with many enterprises participating in both sectors.¹ Freight forwarders in the rail, air and sea freight sectors purchase transport volume in bulk to achieve economies of scale. They then on-sell this space to manufacturers, retailers and wholesalers, consolidating individual orders to use the total transport volume booked.</p> <p>Small volumes of freight associated with the growth in personal supply chains are an increasingly significant feature of these activities. With the increase in e-commerce, market demand has increased for smaller volumes shipped more regularly. The role of freight forwarders in load consolidation has become more prominent.²</p> <p>Traditionally, customs brokers have been located at ports, managing the entry of imports and, to a lesser degree, facilitating exports. However, online shopping has introduced a substantial amount of inbound airfreight, reshaping the business models and processes of customs brokering firms. The increased demand for customs clearance of dedicated air cargo is creating a demand for specialisation within existing occupations.³</p>
	Freight Forwarding Operators	TLI41610 Certificate IV in International Freight Forwarding (Senior Operator)	
		TLI50310 Diploma of International Freight Forwarding	
		TLI50813 Diploma of Customs Broking	

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74111 – Storeperson	Store Assistant/ Warehouse Assistant	TLI21610 Certificate II in Warehousing Operations TLI31610 Certificate III in Warehousing Operations	<p>About 5,000 new storeperson jobs are forecast nationally in 2015.⁴ This occupation is crucial in responding to the increases in freight demand across the economy.⁵</p> <p>These roles are attracting people from diverse areas of the workforce. In some areas, increased casualisation is being used by employers to allow flexibility in meeting fluctuating demand, which attracts workers who prefer to work flexibly.⁶ This also contributes to the high turnover in entry-level positions.</p> <p>RTOs have indicated that career changers, people returning to the workforce and workers displaced by restructuring in other industries have found employment opportunities in logistics and warehousing after retraining.⁷</p> <p>Employers have expressed a preference for meeting labour demands through direct recruitment and then upskilling around the critical requirements of their business, including service delivery processes, standards and systems.⁸ The introduction of technology is changing the demands of this job role and training delivery has to align with new requirements – for example, stock tracking systems, voice picking and increased automation, and service delivery performance standards.</p>
721311 – Forklift Driver	Forklift Operator Container Forklift Operator (including Reach Stacker)	TLI21610 Certificate II in Warehousing Operations TLI31610 Certificate III in Warehousing Operations	<p>About 2,600 new Forklift Driver jobs are forecast nationally in 2015.⁹ An increase in the number of warehouses and intermodal facilities in response to Australia's growing domestic and international freight task will cause strong demand for this occupation at least through to 2017.</p> <p>Qualified Forklift Operators are highly sought by employers and candidates are able to use a forklift licence as an entry to the sector, although relevant experience is also preferred.¹⁰</p> <p>Participation rates of women are increasing in this occupation, particularly in relation to online shopping order fulfilment. Where mechanisation in warehousing and distribution centres has reduced the amount of manual handling and heavy lifting, the work environment has become a more attractive employment option and people are becoming aware of the career opportunities.¹¹ Computer, administration and organisational skills are also required.</p> <p>Experienced Forklift Operators who have experience with reach stackers are in demand during high volume periods.^{12,13}</p>

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242211 – Vocational Education Teacher	Transport and Logistics Trainer/ Assessor	TAE40110 Certificate IV in Training and Assessment	<p>Stakeholder feedback indicates that this occupation remains in shortage.^{14,15} 73.6% of RTO respondents said they had needed to recruit trainers or assessors over the previous 12 months.¹⁶ There were significant challenges in filling these roles, attributed to a general shortage of skilled and qualified assessors.¹⁷</p> <p>Increases in the number of distribution centres as part of purpose-built supply hubs mean that the warehouse environment is becoming more sophisticated with high investment in new technology.¹⁸ As a result, existing warehouse personnel need to develop more complex skills to ensure that companies realise anticipated productivity benefits from the investment. Analytical and problem-solving skills in relation to the interpretation of real-time data are an important part of customer service.</p> <p>The effect of technology on customising logistics processes and work systems highlights the importance of up-to-date technical expertise in trainers and assessors. Some employers use a model where training is provided in-house by workplace trainers with the trainer/assessor Skill Set and trainee assessment is carried out by an external (and qualified) assessor.¹⁹</p> <p>RTOs have indicated that a more holistic trainer is required as the role now requires industry engagement and developing tailored learning resources.²⁰ Trainers who do not get out of the classroom have difficulty in acquiring an understanding of the business context of a supply chain, which is critical to teaching job-related skills and competencies. Increasing variation in the technology being applied in logistics businesses and business process/design means that industry engagement is critical to training solutions.</p>
133611 – Supply and Distribution Manager	Allocators/ Schedulers		<p>The role relates to the rostering of people and the allocation of resources within projects in accordance with regulatory and budget requirements. The demands of this role are increasingly specialised including compliance systems, Chain of Responsibility, occupational health and safety systems, and fatigue management. Contingency planning and risk management are also critical aspects of this role as well as the coordination and management of people, equipment and resources for service delivery is critical to performance and profitability.²¹</p> <p>This role has increased in significance as supply chains have become more diverse and technologically complex.</p> <p>Industry has raised the need for the skills of schedulers to be defined in the Training Package to enable recognition of the specialised nature of the role.^{22,23}</p>
591112 – Production Clerk (Formerly Schedule Clerk), Logistics Clerk specialisation			

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149413 – Transport Company Manager	Transport/ Logistics Manager (Supply Chain Manager,	TLI42010 Certificate IV in Logistics	<p>These occupations are in shortage and are likely to remain in demand due to the continued growth in the freight task.²⁴ In this sector, access to staff skilled in fleet and supply chain management is especially critical to ensure maximum capacity is used.^{25,26} There is high demand for specialised Transport/Logistics Managers in a range of areas; for example, technology, supply chain services and technical experience with specialised products, rather than industry or sector-wide shortages.</p> <p>Ongoing growth in warehousing activities, in particular the segment associated with e-commerce, is driving this demand. Small to medium-sized businesses are creating new management positions in an effort to improve efficiency. These roles vary across organisations and depend on the nature of the business. Many larger companies provide a diverse range of services. Smaller operators tend to be more specialised, often focusing on a single segment.²⁷</p> <p>Data analysis and interpretation skills are increasingly important in management roles, including for work system and process design and asset management. The emphasis is on operational and technical understanding, not only IT skills. With increasingly sophisticated in-house systems, employers have indicated advantages in internal training and development programs. Retention strategies become significant with investment in these programs.²⁸</p> <p>Transport Managers who have a supply-chain skill set and experience are highly sought after by employers across the economy.</p> <p>Compliance Managers are included in this classification, reflecting the need for increased expertise on work processes, OH&S systems and chain of responsibility requirements in service delivery.</p>
133611 – Supply and Distribution Manager	Compliance Manager)	TLI50410 Diploma of Logistics	

Logistics endnotes

1,2,28 IBISWorld. *Integrated Logistics. Market Research Report X0016*. IBISWorld, Melbourne, October 2014.

3,5,22,23,25 TLISC. *Skills in Demand Survey*. 2015.

4,9 Centre for the Economics of Education and Training: Transport and Logistics Industry Skills Council. *Australian Transport and Logistics Industry Forecasts of Labour and Skill Requirements 2013-17*. TLISC, Melbourne, 2013.

6,14,20,24 TLISC Transport and Logistics Industry E-Scan consultation, November 2014.

7,11,16,17,18 TLISC. *RTO Survey*. 2015.

8 TLISC TAFE Advisory Committee Consultation, November 2014.

9,15,29 TLISC. *Employer Survey*. 2015.

12 Patty A. Online shopping builds a secret army of warehouse workers. *Sydney Morning Herald*. 12 August 2014.

13 Hays. *Hays Quarterly Report*. January–March 2015.

19 Johanson S. TNT builds superhub at Melbourne Airport. *Sydney Morning Herald*. 10 September 2014.

21 TLISC RTO E-Scan consultation, November 2014.

26 IBISWorld. *Road Freight Transport in Australia. Market Research Report I4610*. IBISWorld, Melbourne, September 2014.

27 Hays. *Hays Quarterly Report*. October – December 2014.