



# A smarter future

Our consultants can work with you to identify essential skills needed by your workforce and design a training solution to drive your business forward across business sectors that include:

- > Business Services
- > Competitive Systems & Practices
- > Management
- > Manufacturing
- > Printing & Graphic Arts
- > Retail Services
- > Sales & Customer Service
- > Transport & Logistics

For more information, visit Spectra Training at [www.spectra-training.com](http://www.spectra-training.com) or phone our friendly team on **1300 808 010** or email [enquiry@spectra-training.com](mailto:enquiry@spectra-training.com)

**Melbourne Office (Head Office)**

100 Dorcas Street  
South Melbourne VIC 3205

P +61 1300 808 010  
F +61 3 9292 8088

Spectra Training is a business name of  
CLB Training & Development Pty Ltd  
TOID 21356



**Sydney Office:**

Suite 15, 38 Ricketty Street  
Mascot NSW 2020

**Brisbane Office:**

55 Ipswich Road  
Woolloongabba QLD 4102

**Adelaide Office:**

Unit 17, 169 Unley Rd,  
Unley SA 5061

P 08 8172 0022  
08 8172 0033  
F 08 8172 0833

**Perth Office:**

Unit C6, 20 Tarlton Crescent  
Perth Airport WA 6105

P 1300 762 305  
F 03 9292 8088

# Certificate III in Driving Operations – Agitator

TLI31216 CERTIFICATE III IN DRIVING OPERATIONS – AGITATOR



### Course Overview

This program includes core skills such as workplace health & safety, fatigue management, route navigation, manual handling and basic calculations. Each program, depending on the specialisation of the organisation, includes content specific to the type of transport vehicle being operated and the freight being transported.

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# Driving Operations Agitator

## The Spectra Training Difference

Spectra's Dynamic Training System offers the unique experience of group and individual training delivered in workshops and on the job. This system ensures practical application of learning in your workplace so staff enjoy training and can apply skills and knowledge.

- > Spectra Training engages with workplace mentors to ensure the training provides real benefits and improvements that help retain staff and add value to your business.
- > Our trainers are industry experienced professionals who can ensure measurable outcomes.
- > Minimal disruption to your operations as we understand day to day work pressures.
- > We engage directly with industry and implement training strategies that will respond to industry's specific needs using our in-house instructional design writers.
- > Hands on support for individuals as some staff need additional training assistance.

## TLI31216 CERTIFICATE III IN DRIVING OPERATIONS – AGITATOR

### Course Overview

This program has been designed to improve the performance of drivers in multiple aspects of their function, including but not limited to; customer service, compliance with regulations, safe work practices, efficiency, accuracy and general representation of the organisation. The result is a more autonomous, engaged and informed employee, capable of taking greater responsibility for their performance and improving their contribution to the service provided to the organisation's customers.

### Delivery and Assessment Methods

Delivery is a combination of group workshops and one-on-one sessions. Group workshops ensure the theory is well understood and then the knowledge and skills are practised in the one-on-one coaching sessions. Assessment tasks typically include on-the-job observation and questioning, in-class activities and workplace based projects.

### Entry Requirements

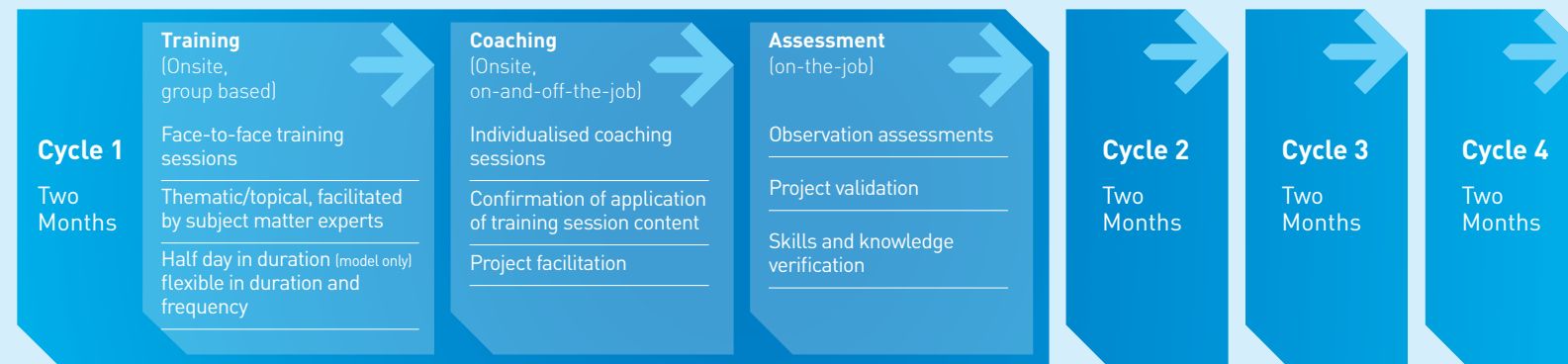
Participants' primary role/function must be to operate a concrete agitator vehicle. Participants must have reasonable English language skills, and basic literacy and numeracy skills equivalent to Year 8 of compulsory schooling, as a minimum.

### Duration

This program is typically delivered over a 12 month period; however, this will vary according to client needs and will be negotiated during the consultation process.

## Course Structure

### Dynamic Training System Cycle



### Proposed Training Program

Pre-Training	Induction	Pre-training review, including:	Learner Induction
		<ul style="list-style-type: none"> <li>&gt; Skills recognition application (if applicable)</li> <li>&gt; Language, Literacy and Numeracy assessment</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Learner needs analysis</li> <li>&gt; Program overview</li> </ul>
Cycle No.	Title	Topics Covered	Units
Cycle 1	Workplace Fundamentals	<ul style="list-style-type: none"> <li>&gt; Organisation policies, procedures &amp; code of conduct</li> <li>&gt; Working effectively in a socially diverse team</li> <li>&gt; Business ethics</li> <li>&gt; Maintaining safety, hygiene standards &amp; customer impressions</li> </ul>	Complete workplace orientation/induction procedures (TLIL1001)
			Work in a socially diverse environment (TLIG2007)
			Apply quality procedures (TLIJ2001)
Cycle 2	Pre-Start Safety Precautions	<ul style="list-style-type: none"> <li>&gt; Pre-start checks to ensure safe &amp; effective vehicle operation</li> <li>&gt; Hazard identification</li> <li>&gt; Risk assessment &amp; control</li> <li>&gt; WHS compliance &amp; Duty of Care</li> <li>&gt; Fatigue management &amp; accident prevention</li> </ul>	Carry out vehicle inspection (TLIB2004)
			Follow work health and safety procedures (TLIF1001)
			Apply fatigue management strategies (TLIF2010)
Cycle 3	Prepare and Secure Load	<ul style="list-style-type: none"> <li>&gt; Safe &amp; efficient load lifting techniques</li> <li>&gt; Safe use of load shifting equipment</li> <li>&gt; Load restraint &amp; security</li> <li>&gt; Minimising environmental impact of vehicle use</li> </ul>	Shift materials safely using manual handling methods (TLID1001)
			Load and unload goods/cargo (TLID2004)
			Operate vehicle in an environmentally sustainable manner (TLIU3014)
Cycle 4	Prepare for Transport	<ul style="list-style-type: none"> <li>&gt; Industry mass regulations &amp; safe working limits</li> <li>&gt; Calculating load dimensions</li> <li>&gt; Completing documents promptly &amp; accurately</li> </ul>	Carry out basic workplace calculations (TLIE1005)
			Estimate/calculate mass, area and quantify dimensions (TLIE3002)
			Process workplace documentation (TLIE2008)
Cycle 5	On the Road, inc. Customer Service	<ul style="list-style-type: none"> <li>&gt; Using street directories, maps and GPS efficiently</li> <li>&gt; Planning alternative routes</li> <li>&gt; Types &amp; functions of communication systems</li> <li>&gt; Communication codes &amp; protocols</li> <li>&gt; Communicating effectively with customers</li> <li>&gt; Industry compliance - identifying &amp; reporting breaches of regulations</li> </ul>	Interpret road maps and navigate pre-determined routes (TLIH2001)
			Deliver concrete to site (PMC552061C)
			Use communications systems (TLIE2007)
			Apply customer service skills (TLII1002)
			Apply chain of responsibility legislation, regulations and workplace procedures (TLIF0001)



### Pre-training Review

Prior to the commencement of training, a pre-training review will be undertaken to ascertain the participant's current levels of language, literacy & numeracy (LL&N), eligibility for skills recognition/recognition of prior learning and if any specific support needs are required.

### Mentor Induction and Engagement

Spectra Training believes that it is very important to have effective workplace mentors from your business engaged in this learning. This ensures that the knowledge and skills are reinforced throughout the program and that the participant progresses through and completes the course. Workplace mentors are comprehensively inducted into the program so their roles and responsibilities are well understood.

### Pathway / Careers

Successful completion of this program can lead to career opportunities in concrete transport operations.

Further study can be undertaken in the Certificate IV in Driving Operations (TLI42116).

### Access and Equity

Spectra Training is committed to ensuring people with special needs have equal opportunity and access to its courses. Spectra Training is committed to identifying and supporting the learning needs of each individual and encourages people of all abilities to apply to undertake learning.

### Fees and Charges

Information about course fees and charges can be found in the National Fees Booklet available on the Spectra website: [www.spectra-training.com](http://www.spectra-training.com).

Spectra's Refund Policy is also published on the website.

### Eligibility / Government Funding

Spectra Training is a national provider of workplace training (TOID 21356). For eligible participants, this training may be partly funded by your State/Territory Government in partnership with the Commonwealth Government.

If accessing this funding students may not be eligible for further State and Commonwealth Government Funded Training.

For information on eligibility criteria, please consult the Spectra Training website.

For further information on State/Territory initiatives or details of an Australian Apprenticeship Centre please visit: [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)