

# ROAD TRANSPORT CAREER PATHWAYS



visit our website at [www.logisticstc.asn.au](http://www.logisticstc.asn.au)

# acknowledgements

The Logistics Training Council would like to thank all those involved with the production of this resource.

A steering committee, consisting of educators and industry representatives from different elements of the road transport sector, has assisted with the formation of this guide to ensure that the information is accurate and that it addresses the needs of the intended audience. Thanks to all those on the steering committee for their contribution.

There is a shared vision to see a greater level of workforce participation and engagement across all sectors in Transport and Logistics. This is further assisted by working partnerships with training providers and other government agencies.

We are grateful to local industry for its continued support in raising the profile of our growing industry sectors, by providing information and images, and allowing access to staff for case studies.

We especially acknowledge the following companies for their individual contribution.

**Adams Coachlines**  
**Australian Furniture Removers' Association**  
**Centurion Transport**  
**Coogee Chemicals**  
**Goldrush Tours**  
**G & V Roberts Pty Ltd**  
**Kleenheat Gas**  
**Link Low Loaders**  
**Main Roads WA**  
**Mansell's Car Carriers**  
**On Time Chauffeurs**  
**Payne Haulage**  
**Sadleirs**  
**Softwood Logging**  
**Star Track Express**  
**Stevenson Logistics**  
**Swan Towing**  
**Toll Group**  
**Transdev**  
**WA Freight Group**  
**WA Taxi Council**

This is the second in a series of career pathways guides which have been produced by the Logistics Training Council. The first, titled "Supply Chain Career Pathways", can be found on our website.

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# introduction

## Road transport is essential to the supply chain, our economy and our lifestyle, and impacts us all in some way.

We rely heavily on road transport for the movement of goods and people across our vast state and beyond, so there are plenty of diverse job opportunities for both men and women.

Road transport is divided into Freight Services and Passenger Services.

- Passenger Services include bus, taxi and charter operations.
- Freight Services include the transport of all types of freight, courier and taxi truck services, driving instruction, furniture removal, mobile crane operation and pilot vehicle operation.

This guide will explore many occupations and provide case studies of some of the people who perform these roles.

### Who can use this guide?

This guide will assist you in identifying some great career opportunities available in road transport. New entrants and job seekers, including senior school students, will be able to find useful information on job roles and requirements within the industry. Our objective is to give you a clear understanding of what takes place in road transport.

### Where can I end up?

There are many opportunities that a career in road transport can offer. How far you want to go is up to you. Some people have been in the road transport industry all their lives, whilst others have come from different industries. Many skills are transferrable from other industries, and can be applied in this sector. Similarly skills gained in road transport can be applied to other sectors.

### How do I get there?

There are multiple entry points into road transport depending on your level of skills and experience.

Vocational Education and Training (VET) offers both new entrants and career changers great work-related knowledge and skills. Upon completion of relevant training, which can be done both on and off the job, you can receive a nationally recognised qualification. Should you choose, there is also the option to pursue further study, either on a full-time or part-time basis. As career pathways are not always straightforward, this guide will feature the experiences of a range of people at various stages in their careers.

Many large transport organisations also offer graduate programs, where graduates are given the opportunity to gain experience in different areas of the business, whilst continuing to study.

### Some options for school students

- Complete a school based traineeship or
- Complete Workplace Learning in a road transport environment or
- Look for part-time or holiday work in the transport industry whilst studying.

### Other job roles

Whilst most of the job roles highlighted in this guide are specific to road transport, it should be noted that there are many other roles involved in road transport, including the following:

- |                                |                    |
|--------------------------------|--------------------|
| Administration                 | Customer Service   |
| Finance                        | Human Resources    |
| Information Technology         | Legal Services     |
| Management                     | Marketing          |
| Occupational Safety and Health | Project Management |
| Records Management             | Senior Management  |





**passenger services**



**moving people**

# passenger services

If you enjoy working with people, a career in passenger services may be for you.

Sound communication skills and a commitment to customer service are prerequisites for jobs in this sector. Passenger services are provided by both public and private providers so job roles and conditions can vary, depending on the organisation.

## Bus and Coach Operations

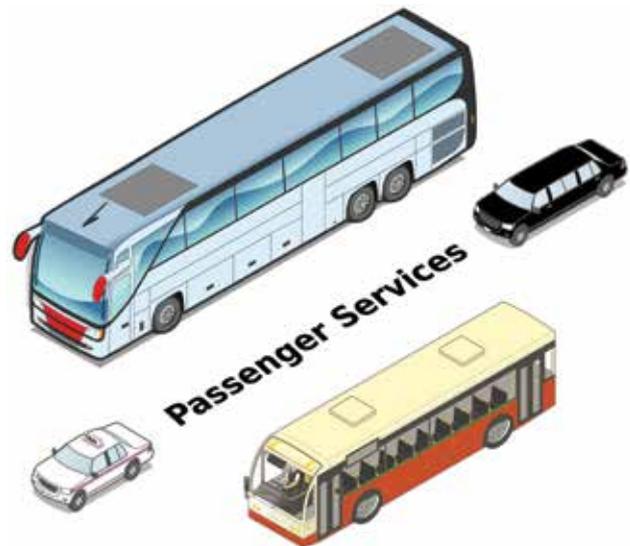
Bus and coach operations include transit buses, tour buses, passenger coaches and school buses, and can be government controlled or privately run. In WA the government contracts its metropolitan (transit) services out to private companies under the Transperth brand and operates public transport services and road coach services to regional areas. Regional school buses are contracted out to private operators.



Privately run bus operations can include:

- winery and sightseeing tours
- 4WDs conveying tourists to the outback
- airport shuttles and private chartering.

Some regional bus companies also provide transportation to and from various mine sites within WA. Their drivers are required to hold a current MARCSTA ticket<sup>1</sup>, Mines Health Workers' Surveillance Card and other relevant training certificates to access mine sites. These drivers may be utilised during the day for other charter work, or duties at the depot.



Bus operators are required to hold the relevant heavy vehicle licence and have an F licence extension on their WA driver's licence. They may also be required to hold a Working with Children Check issued by the Working with Children Screening Unit. This is only valid in the issuing State or Territory.



## F Licence Extension

An F licence extension is required to drive a bus or small charter vehicle. Applicants must be at least 21 years of age and have held a relevant driver's licence for a period of four years. A National Police Certificate, Traffic Conviction Records, Traffic Infringement Records and a Medical Assessment Certificate – Fitness to Drive, are also required.

<sup>1</sup> MARCSTA is an acronym for the Mining and Resource Contractors Safety Training Association, a Registered Training Organisation providing safety and health induction programs for organisations contracting to the mining industry.

## Taxi Services

Taxi services include regular taxis and multipurpose taxis with wheelchair access. Taxi drivers are self-employed, and can lease a taxi by the shift or run their own business as an owner operator.

To become a metropolitan taxi driver, drivers must:

- apply for a Taxi Driver Licence (TDL)
- undergo a medical assessment
- successfully complete an aptitude test
- complete a taxi driver training course and
- pass the Taxi Driver Registration Test

Applicants must be at least 20 years of age and have held a relevant unrestricted driver's licence for a period of three years. A National Police Certificate, Traffic Conviction Records, Traffic Infringement Records and a Medical Assessment Certificate – Fitness to Drive, are also required.



Multi Purpose Taxis (MPTs) provide a taxi service for people who travel in wheelchairs or on mobility scooters. The MPT fleet is currently coordinated by two private companies which

are approved by the Department of Transport to manage the service. The MPT service welcomes people who like working with people; have patience and understanding and sound communication skills; and believe in a high level of customer service.

Private taxis operate in regional areas. They carry less than 12 passengers, and must also be used solely for charter, with journeys commencing outside of the Perth metropolitan area. To become a regional taxi driver, applicants must be at least 20 years of age and have held a relevant driver's licence for a period of three years. A National Police Certificate, Traffic Conviction Records, Traffic Infringement Records and a Medical Assessment Certificate – Fitness to Drive, are also required.

Small Charter Vehicles (SCVs) are usually luxury passenger cars of a prescribed standard which can carry fewer than 12 passengers (with the exception of some stretched/modified vehicles). They are driven by chauffeurs, who may be employed by a company or self-employed. Vehicles must be used solely for charter, with journeys commencing within the Perth metropolitan area. An F extension is required to drive a small charter vehicle.



## Examples of job roles in Passenger Services

- Bus Operator
- Business Development Manager
- Chauffeur
- Coach Captain
- Compliance Officer
- Customer Service Officer
- Dispatcher
- Fleet Controller
- Fleet Manager
- Marketing Manager
- Occupational Health and Safety Manager
- Occupational Health and Safety Officer
- Operations Manager
- Passenger Coach Driver
- Regional Transport Manager
- Reservations Manager
- Scheduler
- School Bus Driver
- Taxi Driver
- Traffic Controller
- Trainer
- Tunnel Operator
- Vehicle Operator

## Examples of companies involved in Passenger Services

- Passenger transport companies
- Local, State and Federal Government
- Seaports and airports
- Travel and tourist companies



## case study

**BRONWYN EDWARDS-SMITH**  
**TRANSDEV**

### What is your current job role?

I am a bus operator (driver) based at Rockingham. I am also a Master Trainer, involved in 'Going for Care', a national and global customer service program.

### What are some of your responsibilities?

I am primarily responsible for operating the bus and the safe transport of passengers. I also collect fares and answer queries.

My role as Master Trainer involves overseeing the 'Going for Care' customer service program, which is rolled out to all Transdev employees on a national and international basis. It also involves monitoring the program as well as training and working with trainers both interstate and overseas.

### What previous roles have you held?

I previously worked in education at primary and secondary level, and have also worked in banking, mental health, counselling, advertising and media.

### If you came from another industry sector, were you able to easily transfer your skills?

All of my previous jobs have involved working with people, which is one of the most important aspects of my current role.

### What led you to choosing a career in passenger services?

I came from New Zealand 4½ years' ago and was looking for a career change. I saw an advertisement for drivers on the back of a bus and decided to apply. I started by driving a school bus in the mornings and afternoons and worked in retail and tourism during the day.

### What are some of the interesting aspects of your job?

I enjoy working with people and being out and about. No two days are the same and within the industry, there is a sense of community amongst the drivers.

### What are some of the challenges you face working in the industry?

When I started I had to get used to driving a large vehicle and learn the geographical locations. Other challenges are dealing with difficult situations, the increased traffic and growth of the area and new runs. I always drive a new run in my car before actually commencing the bus run.

### What advice would you give to someone who is considering a career in passenger services?

You need to enjoy driving and working with people.

### Has technology impacted on your job role?

Yes, the newer buses are easier to drive and more fuel efficient.





## case study

### FAROOQ MOJADDIDI SELF-EMPLOYED TAXI DRIVER

#### What is your current job role?

I am a self employed taxi driver on the Swan Taxi network. I own my own plates as well as plates for a second cab which I lease out.

#### What are your responsibilities?

I pick up passengers at designated locations or when hailed, and transport them to requested destinations. I am also currently a member of the Drivers' Disciplinary Tribunal which deals with complaints from customers.

#### Are there any licences required to do this job?

Yes. A Taxi Driver Licence is required.

#### Have you undertaken any other study/training?

I have an Advanced Diploma in Information Technology and am currently completing a Business Degree at Murdoch University.

#### What previous roles have you held?

My previous roles include working in a car rental business, information technology and office administration at a culturally diverse secondary college.

I have also worked for Swan Taxis as a call centre operator, a query operator and a communications manager.

#### Have you been able to transfer any of your previous skills to your current role?

Yes. My previous experience in a culturally diverse environment has assisted me in interacting with people from all cultures and backgrounds.

My taxi related roles have included customer service, entering taxi requests into the dispatch system, dealing with driver related queries over the query channel, and dealing with complaints from drivers and customers. This has given me experience in different areas in the taxi industry and strengthened my communication skills.

#### What led you to choosing a career in passenger services?

It was a lifestyle choice. I like the freedom of being my own boss, being out and about and dealing with people.

#### What are some interesting aspects about your job?

I enjoy working with people from different backgrounds.

#### What are some of the challenges you face?

Dealing with people under the influence of drugs and alcohol can be challenging.

#### What advice would you give to someone who is considering a career in passenger services?

Take the role seriously, and treat it with respect. You need to love driving and working with people. You also need patience, tolerance, understanding and maturity. Be proud of who you are.

#### How has technology impacted/changed your job role?

The dispatch system has changed over the years and has become more transparent. Taxi bookings are now distributed digitally to the taxi fleet, not by radio as previously. Cabs have recording cameras, both inside and outside, giving greater security.



# How to Progress

## TAXI DRIVER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Use mobile computer systems and radio networks to log into waiting passenger information.</p> <p>Pick up passengers at designated locations or when hailed.</p> <p>Check passenger destinations and determine most appropriate route.</p> <p>Transport passengers to desired destinations.</p> <p>Assist passengers with luggage.</p> <p>Collect fares and process fare payments.</p>	<p>Sound communication skills.</p> <p>Strong customer focus.</p> <p>Knowledge of on-board systems.</p> <p>Positive attitude.</p>	<p>Ability to work with people from a wide range of backgrounds.</p> <p>Local geographic knowledge.</p>	<p>Tax Driver Licence (TDL).</p> <p>Certificate II in Driving Operations (Taxi).</p>	<p>Multi Purpose Taxi (MPT) driver</p> <p>↓</p> <p>Traffic controller</p> <p>↓</p> <p>Operations Manager</p>

## BUS OPERATOR

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Operate bus and transport passengers safely.</p> <p>Stop at set locations to pick up and set down passengers.</p> <p>Collect fares and give change and tickets.</p> <p>Give passengers information regarding destinations.</p> <p>Control lighting, heating and ventilation on buses.</p> <p>Open and close doors before and after passengers board or alight.</p>	<p>Strong customer focus.</p> <p>Sound communication skills.</p> <p>Sound driving skills.</p> <p>Positive attitude.</p>	<p>Ability to work with people from a wide range of backgrounds.</p> <p>Local geographic knowledge.</p>	<p>Heavy Rigid Licence.</p> <p>F Licence extension.</p> <p>Certificate III in Driving Operations (Bus).</p>	<p>Traffic Controller</p> <p>↓</p> <p>Supervisor</p> <p>↓</p> <p>Operations Manager</p>

## RESERVATIONS MANAGER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Oversee day to day reservations.</p> <p>Conduct final check before commencement of charters.</p> <p>Process payments/deposits.</p> <p>Monitor vehicle movements for charter bookings.</p> <p>Input charter bookings into system.</p> <p>Deal with customer enquiries and quotations.</p> <p>Deal with complaints.</p> <p>Supervise staff.</p>	<p>Customer service.</p> <p>Computer literacy.</p> <p>Ability to work under pressure.</p> <p>Good listening skills.</p> <p>Problem-solving skills.</p> <p>Positive attitude.</p>	<p>Customer service.</p> <p>Computer literacy.</p>	<p>Certificate III/IV in Logistics.</p> <p>In house training.</p>	<p>Operations Coordinator</p> <p>↓</p> <p>Operations Supervisor</p> <p>↓</p> <p>Operations Manager</p>

# freight services



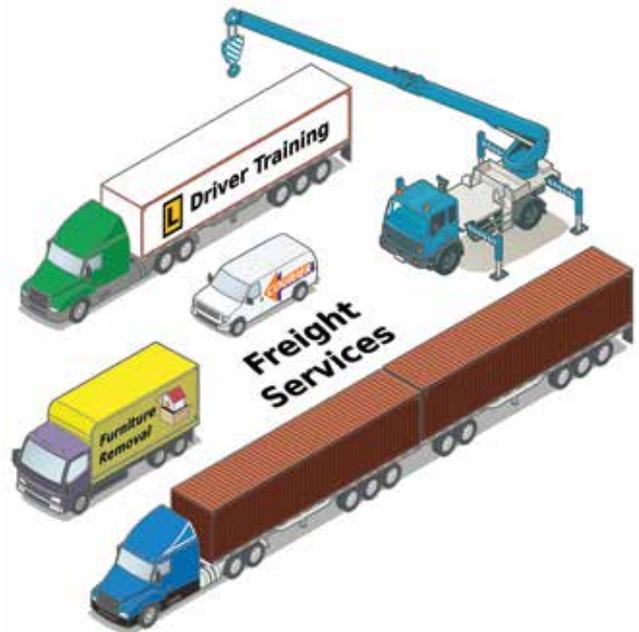
# moving freight

# freight services

Freight services describe the activities of all transport companies involved in transporting any type of freight by road, including delivery services and furniture removal.

Truck hire and taxi truck services with a driver are also part of this sector, as well as a number of specialised services which are listed on the following pages.

There are many types of freight which require particular skills and attributes as well as the appropriate truck licence. All freight transport requires the driver to have an awareness of how the weight and characteristics of the load affect its placement, stability and safety (and therefore the stability and safety of the vehicle) while being transported. Most loads also need a basic knowledge of load restraint, however even within general freight, a proficient driver will develop a more thorough understanding of load planning and restraint for non-standard goods. This often requires good communication skills that ensure that specific customer requirements have



been met, or that the customer understands why their freight must be loaded in a different manner in order to travel safely.

A National Police Certificate, traffic conviction records, traffic infringement records and medical assessment certificate – fitness to drive, may also be required.



Specialisations	Some skills required
Building Materials Transport (concrete agitator)	Ability to operate ancillary equipment. Knowledge and understanding of concrete production and the properties of concrete.
Car Carrying	Expertise in loading and unloading vehicles from a trailer. Knowledge of State and Federal regulations (height restrictions).
Dangerous Goods (including tanker driver)	Dangerous Goods Licence. Safe Load Program (SLP) Passport to access fuel depots. Ability to instigate emergency procedures and use fire fighting techniques.
Furniture Removal	Physical fitness, with sound customer service skills. Knowledge of manual handling techniques.
Heavy Recovery Vehicle Operation	Physical fitness with some mechanical aptitude or experience preferred. Knowledge of different types of vehicles. A dangerous goods licence is an advantage.
Livestock Transport	Ability to care for and control livestock in transport, including loading and unloading. There are also Standards and Guidelines for the Land Transport of Livestock endorsed by the federal government.
Logging Transport	Ability to drive safely on unsurfaced roads. A strong awareness of surroundings and safety whilst off road.
Over Dimensional (Oversize overmass)	Ability to work with escort vehicle (police and/or pilot). Knowledge of permit requirements and regulations; requirements of State utilities, eg water and electricity.
Refrigerated Freight	Knowledge of refrigerated systems. Knowledge of load characteristics including meat, liquids, etc.
Waste Management	Must be physically fit. Knowledge of dangerous goods an advantage.





## case study

CHARLTON BAILEY  
STEVENSON LOGISTICS

### What is your current job role?

I have been the Manager, Strategic Analysis, for the past two years.

### What are your responsibilities?

I oversee pricing, quotations, business reporting and marketing.

### Have you undertaken any further study or training?

I have undertaken short courses relating to quarantine inspection and insurance management. Prior to joining the organisation I gained degree and post graduate qualifications in workplace psychology and a diploma in leadership and management.

### What previous job roles have you held?

My previous job roles include Storeperson, Stock Check Clerk, Analyst, Principal Analyst, General Manager and Administration Manager.

### If you came from another industry sector, were you able to easily transfer your skills?

I have always worked within the logistics space. Before joining my current employer, I worked in the aviation sector. There are a number of similarities between aviation and logistics. The skills I was able to bring across include attention to detail, quality assurance and dealing with compliance requirements.

### What led you to choosing a career in transport and logistics?

I fell into the industry by chance, working part time whilst completing my studies. It was here that I developed an interest in logistics. Previously not many opportunities existed in

Perth but this has changed in recent times. As the population continues to grow, so does the demand for transport to deliver goods across the State.

### What are some interesting aspects about the job that you do?

There is something different to deal with each day. There are variations in coordinating high tonnage projects; from planning consignments for regular clients to one-off jobs moving equipment for high profile events.

### What are some of the challenges you face working in the industry?

There is a lot of time and resources invested in pricing and producing quotes for potential clients. Not all of the work done results in a new contract. We learn as much as we can and strive to achieve a better outcome with the next tender.

### What advice would you give to someone who is considering a career in Road Transport?

Go in with an open mind and in some cases, be prepared to work long hours. Having a hands-on role in what goes on at the grass roots level will help give a better understanding of how a business operates. Be prepared to be flexible and willing to learn.

### Has technology impacted/changed your job role? If yes please state how.

From management's perspective, smartphones have made a massive difference helping people stay connected. Remote access and other mobile devices have greatly reduced the paper trail which is good for the environment and more time efficient.

### Given the opportunity to pursue further study/training, which area would you choose?

There is an ongoing need for continuous improvement in the areas of human resources, dangerous goods handling and chain of responsibility. I would like to work towards completing a master's degree which will help with broader, higher level decision-making.



## Specialised Services

### Courier and Taxi Truck

Courier and taxi truck drivers are responsible for driving delivery vehicles to pick up and deliver a variety of items to various locations within a specified timeframe. They use technology to map their routes and track their deliveries so they must be able to use computer scanning equipment (training is usually provided). They are also required to complete relevant paperwork and provide efficient customer service.



Courier and taxi truck drivers can work as independent contractors, meaning they are in business for themselves and make deliveries on behalf of a number of courier companies, or they may be permanent employees of a company. A driver's licence relevant to the type of vehicle being driven is required. This may be a car, a van or a flat top truck. A clean driving record is also required.

Hotshot transport services refer to a specialised mode of transport where urgent deliveries are made to regional areas in the fastest possible manner. Deliveries can include urgent parts and equipment to remote locations.



### Driving Instruction

Driving instructors teach individuals and groups the theory and practical application of driving skills, and can instruct students to drive motor cycles, motor vehicles, and heavy vehicles.

In order to obtain a driving instructor's licence an applicant must be at least 21 years of age and have held, for a minimum of three years, the class of driver's licence being instructed. Please refer to WA Vehicle Licence Classifications on Page 25, particularly in relation to heavy vehicle driving instruction. A relevant Certificate IV qualification in Transport and Logistics Driving Instruction or the completion of a written test is also required.

Instructors must be of good character, based on information obtained through a police certificate and character references. They must also enjoy working with people, have good interpersonal skills, be able to give clear and precise instructions, be patient and tactful, have good eyesight (may be corrected) and be able to act quickly and correctly in various traffic situations.



## Mobile Crane Operation

Mobile crane operators move heavy objects from one place to another using specialised machinery, such as fixed or swing telescope booms, lattice booms or large and small hydraulic cranes. The crane operator is also responsible for the maintenance and safety of the machinery, including checking the condition of the ground before setting up the crane, being aware of how much material can safely be hoisted in each load and maintaining cranes by inspecting them for defects or wear, lubricating ropes and winches and replacing worn cables. Typical employers are construction and shipping companies, companies that handle cargo, railway companies, metal wholesalers, electric power companies and steel producers. An operator can work for a company or be an owner operator. A licence to drive a heavy rigid vehicle and national accreditation for the relevant truck-mounted crane are also required.



## Pilot Vehicle Operations



Pilot vehicles travel at a distance in front of and/or behind vehicles carrying oversize loads to provide advance warning to motorists and to help ensure public safety. Because of their critical role in managing the safe interaction of oversize vehicles with other road users, they have the legal authority to direct road users in the course of their duties. Many oversized vehicles are accompanied by one or more pilot or police escort vehicles to manage traffic in the vicinity of the oversize vehicle and alert other road users to the presence of the load.

A pilot vehicle operator must be an accredited pilot, an authorised person who has successfully completed a training course in the pilotage of oversize vehicles, and whose training has been endorsed by the Commissioner of Police. Training is conducted by authorised trainers in WA. There is also a Code of Conduct for Pilot Vehicles and Pilots.





## case study

**ETHAN CANALE**  
**LINK LOW LOADERS**

### What is your current job role?

I am a pilot driver/labourer, involved in yard maintenance and service.

### What are some of your responsibilities?

As a pilot driver I maintain the safety of the public, the workplace and drivers during day and night moves. This involves working with other pilot vehicle operators and the police to escort oversize/overmass loads, mainly in the north west.

My labourer role involves maintenance and service in the yard, eg washing trailers, changing tyres, greasing up vehicles and general maintenance.

### What previous roles have you held?

I completed the aviation program at high school but unfortunately I was too tall to join the RAAF. I previously managed a liquor store but left because there were no available career pathways.

### What led you to choosing a career in transport and logistics?

I grew up in the transport industry as my father works for a transport company. I worked in the transport yard part-time during school holidays washing trucks and trailers.

### What are some interesting aspects about the job that you do?

Working with multimillion dollar equipment. Moving pieces weighing up to 300 tonnes on trailers and doing it in difficult surroundings and conditions. Night moves are also very interesting.

### What are some of the challenges you faced working in the industry?

Being a young person in an older person's industry, you have to work harder to prove your capabilities.

### Are there any opportunities for advancement?

Yes, I would like to obtain my HR/HC licence then work towards an MC licence to further my career options, including moving into management.

### What advice would you give to someone who is considering a career in road transport?

There are lots of opportunities but it is hard work. Once you achieve your truck licence, you have other options, eg mining/machine operations, available. It is also important that people interested in a career in transport should be willing to work (at times) in a remote isolated environment which gives you an opportunity to see the Australian outback.

### Has technology impacted on your job role?

The development of telecommunication networks has further improved communications for access to the internet for location services, road safety conditions/updates and weather forecasts, and all round verbal communications to discuss safety, changes to routes and other important local matters.

### Given the opportunity to pursue further study/training, which area would you choose?

I would choose operational (business) management.





## case study

**ROB HENNESSEY**  
**COOGEE CHEMICALS**

### **What is your current job role?**

I am the Manager, Transport and Logistics. I am also a company director.

### **What are some of your responsibilities?**

I am responsible for the management of transport and logistics in the company and the welfare and stability of the workforce. This includes the acquisition and disposal of vehicles, safety and interaction with the staff.

### **How long have you been in your current role?**

I have been in my current role for 15 years. I have been with the company for 20 years.

### **Have your undertaken further studies?**

Yes, I have a Post Graduate Diploma in Business Management and a Diploma of Logistics. I have also completed a Company Director's course.

### **What are some of your previous roles?**

I have held a number of positions including mechanic, shunter, rigger, crane driver and truck driver. When I joined Coogee Chemicals I worked as a road tanker driver and then a supervisor before taking up my current role.

### **Have you been able to transfer your skills from previous roles?**

Yes. In my previous roles as a mechanic and a driver I gained sound knowledge and experience in running vehicles. I was

able to transfer this knowledge to my current role which requires me to run a fleet of trucks. A background in dealing with dangerous goods is also necessary for my job and this I also gained through previous responsibilities.

### **What led you to choosing a career in transport and logistics?**

When I was working in construction as a rigger, I was asked to pick up a new semi-trailer combination from Melbourne. I was then the "experienced" person in the work group, so stayed operating that vehicle for the Company. I enjoyed the experience of working in a truck and went on from there.

### **What advice would you give to someone who is considering a career in road transport?**

There are plenty of opportunities in the industry. It is important to grasp management opportunities, manage your own environment, and develop a positive attitude to succeed.

### **What are some interesting aspects about the job that you do?**

I enjoy working with people.

### **What are some of the challenges you face?**

Meeting deadlines, management reporting, contract management, equipment turnover.

### **How has technology impacted or changed your job role?**

The use of GPS tracking and the interface with other technologies has had a huge impact on the industry.

### **Given the opportunity to pursue further study, which area would you choose?**

I would like to gain more qualifications and experience in the field of company directorship.



## Examples of job roles in Freight Services

- \*Agitator Driver
- \*Courier/Delivery Driver
- \*Livestock Driver
- \*Logging Driver
- Business Development Manager
- Compliance Officer
- Depot Manager
- Dock Hand
- Dock Supervisor
- \*Driving Instructor
- Fleet Controller
- Fleet Manager
- Forklift Operator
- Freight Clerk
- \*Freight Driver (metropolitan or linehaul)
- Furniture Offsider
- \*Furniture Removalist
- \*Heavy Vehicle Recovery Driver
- Labourer
- Leading Hand
- Line Haul Manager
- Line Haul Supervisor
- Occupational Health and Safety Manager
- Occupational Health and Safety Officer
- Operations Manager
- \*Over Dimensional Driver
- Pallet Controller
- \*Pilot Vehicle Operator
- Scheduler
- Site/Depot Manager
- Storeperson
- \*Tanker Driver
- Team Leader
- Transport Coordinator
- Transport Manager
- Transport Scheduler
- Transport Supervisor
- Yard Supervisor
- Yard Hand

\* Driving Roles



## Examples of companies involved in Freight Services

- Construction companies
- Furniture removalists
- Building materials companies
- Defence forces
- Local, State and Federal Government
- Logging companies
- Logistics companies
- Manufacturers
- Mining companies
- Mobile crane operators
- Oil and gas companies
- Seaports and airports
- Supermarkets and retailers
- Transport companies
- Travel and tourist companies
- Utilities
- Wholesalers





## case study

STUART SKINNER  
CENTURION TRANSPORT

### What is your current job role?

I have been an Operations Supervisor for four and a half years.

### What are your responsibilities?

Overseeing the local and line haul function for the oil and gas division, managing contracts, checking procedures and pricing and directly monitoring staff who oversee approximately 25 subcontractors.

### Have you undertaken further study/ training?

Since joining the industry, I have obtained a Certificate III in Warehousing and plan to start a Diploma of Logistics with assistance from my employer. In addition to safety inductions I have also completed a bulk dangerous goods transport course and have a HR licence.

### What previous job roles have you held?

Some of my previous roles include a hospitality worker in hotel management, an order picker, a slaughterhouse worker, a receivables clerk and a transport controller.

### If you came from another industry sector, were you able to easily transfer your skills?

I was able to transfer personal attributes which include communication skills, ability to successfully complete assigned tasks, eagerness to learn and ability to listen (and follow instruction).

### What led you to choosing a career in Transport and Logistics?

I fell into the industry with no prior knowledge or details (I needed a truck driver's thesaurus to understand all the terminology used). I was given the opportunity to fill in for someone I had been assisting while they were on holiday and have not looked back since.

### What are some interesting aspects about the job that you do?

I am paid well, I like working with people and the work environment is interesting. I enjoy putting the jigsaw together of what loads drivers are going to be carrying. The satisfaction of getting the job done is rewarding as well as the gratitude from clients.

### What are some of the challenges you face working in the industry?

When things go wrong, transport is lower in the pecking order, therefore, it is on the receiving end of most of the blame. As there are times when goods are not ready, unrealistic expectations are placed on vendors which makes the operating environment challenging.

### Are there any opportunities for advancement, if so what are the roles/positions?

Depending on the organisation, there may be opportunities to move across to different operational streams.

### What advice would you give to someone who is considering a career in Road Transport?

A higher value needs to be placed on education. It enables quicker and higher movement throughout your career. Listen and learn from your peers. Experience alone gets you in the door. For experienced workers, further education is attainable. In some cases what you are learning you would have already gained through experience. Safety is paramount!





## case study

JOSEPHINE DONEGAN  
G & V ROBERTS PTY LTD

### What is your current job role?

I am an Administration Officer in a trucking company.

### What are some of your responsibilities?

My duties include data entry, invoicing, purchases, debt collection, accreditation, reception, filing, advertising, and managing and allocating donations.

### Have you undertaken further study or training since taking up the role?

I have done update courses for MYOB and a first aid course.

### What previous roles have you held?

My previous roles have included hairdresser, roustabout, receptionist, office manager and operations manager.

### If you came from another industry sector, were you able to easily transfer your skills?

Yes, most of the skills required were similar. I just needed to adjust to a new or different way of doing things.

### What led you to choosing a career in Transport and Logistics?

I heard about the role through a friend of a friend, so I just sort of fell into it.

### What are some of the interesting aspects of your job?

The job varies on a day-to-day basis and that is what keeps it interesting.

### What are some of the challenges you face working in the industry?

Changing policies and requirements mean there is a lot to keep up with.

### Has technology impacted on your job role?

Tracking and reporting on my duties increasingly requires more knowledge and use of computer skills.

### What advice would you give to someone who is considering a career in passenger services?

Start with some basic office skills, as well as keeping up to date with industry requirements via WA Department of Transport, Main Roads and other similar websites. Consider doing transport orientated training (forklift, truck licences dangerous goods, etc).

### Given the opportunity to pursue further study or training, which area would you choose?

Occupational Health and Safety.



# how to progress

## FREIGHT HANDLER, YARD HAND, LABOURER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Safely load and unload trucks. Scan, label and sort freight. Stack cargo on pallets, trays, flats and slings. Record and check cargo on arrival. Assist in tying down loads. Maintain depot and staff amenities. Operate forklift.</p>	<p>Physical fitness. Literacy and numeracy skills. Willingness to learn. Ability to work in a team. Sound knowledge of freight handling processes. Ability to operate relevant software applications. Attention to safe work practices.</p>	<p>Previous work experience in a similar role may be highly regarded but not essential at this level. Commitment, enthusiasm and a good attitude are more essential than experience.</p>	<p>Forklift licence desired. Certificate II in Yard Operations.</p>	<p>Forklift driver ↓ Truck driver ↓ Leading hand ↓ Area Supervisor</p>

## HEAVY VEHICLE TRUCK DRIVER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Load, secure and handle freight correctly. Drive vehicle safely. Conduct basic vehicle and trailer maintenance. Verify loading documents, check condition of goods, and obtain certification of deliveries. Operate on-board electronic data systems. Monitor and record fatigue management.</p>	<p>Sound communication and customer service skills. Map and navigation skills. Ability to operate on-board electronic data systems. Ability to manage fatigue and stress.</p>	<p>Understanding of occupational health and safety procedures.</p>	<p>Certificate III in Driving Operations. Relevant licence for classification of truck. Additional licences/tickets for handling specific freight.</p>	<p>Fleet controller ↓ Area supervisor ↓ Transport Manager</p>

## FLEET CONTROLLER, FLEET COORDINATOR, SCHEDULER, TRANSPORT COORDINATOR

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Track vehicles. Schedule drivers. Communicate with companies and the public. Arrange pick ups. Complete daily client reporting of freight movements.</p>	<p>Customer service skills. Telephone skills. Organisation and problem solving. Planning and navigation. Ability to work under pressure. Time management skills. Knowledge of fatigue management (for driver scheduling).</p>	<p>Strong computer skills.</p>	<p>In house training. Tertiary qualifications.</p>	<p>Operations Manager ↓ Branch Manager</p>



## case study

**MICHAEL COOK**  
**STEVENSON LOGISTICS**

### **What is your current job role?**

I am a multi combination (MC) truck driver.

### **What are your responsibilities?**

I transport containers within the metropolitan area, use side loaders to load and offload goods, load and secure containers safely and blindside reverse into loading docks.

### **Have you undertaken any further study or training?**

I have completed some first aid training and am working towards obtaining a dangerous goods licence and a road transport qualification.

### **What are some of your previous job roles?**

I started as a yard hand, then worked as a yard supervisor, fleet controller and a heavy rigid truck driver.

### **If you came from another industry sector, were you able to easily transfer your skills?**

Since I started working I have always been involved in road transport. I have built on the skills I have learnt over the years to get me to where I am today.

### **What led you to choosing a career in Transport and Logistics?**

Whilst in school, I had a friend and his father talk to me about what it is like working in the industry. Early on I knew that I did not want to be confined to an office for work and so driving seemed to be a good fit. Although I did not have my truck licence straight out of high school, I was still keen on becoming a truck driver. I started out unpacking goods in a warehouse but that was just the beginning. Obtaining my forklift licence was a stepping stone to taking on more responsibilities and enabled me to work while I progressed through the different vehicle licence classifications.

### **Are there any opportunities for advancement, if so what are the roles /positions?**

Depending on the organisation, there may be opportunities to move across to different operational streams (eg the type of truck and the type of goods being transported).

### **What advice would you give to someone who is considering a career in Road Transport?**

Be prepared to work long hours and be willing to learn. There are a number of opportunities available.

### **How has technology impacted/changed your job role?**

With the use of tablets and smart devices, there is a lot less paperwork which makes all the assigned tasks and duties more time efficient. Communication with the depot is done in real time.

### **Given the opportunity to pursue further study/training, which area would you choose?**

I would like to pursue the dangerous goods stream to add to my skills.



# additional information

## Fatigue Management

Driver fatigue is a foreseeable risk for all operators of commercial vehicles. It is an occupational hazard which, under Occupational Health and Safety laws, must be managed by a safe system of work. The Code of Practice on Fatigue Management for Commercial Vehicle Drivers provides guidance to industry, the authorities and the Courts.

Fatigue means a gradual loss of alertness that can lead to drowsiness and even sleep. Fatigue is managed through correct scheduling practices, documentation of working hours, training and education. Whilst this is controlled by the employer, each person in the supply chain must take all reasonable care to ensure their own safety and health at work and that their work activity does not result in harm to another person. This includes making sure activities outside of work do not have a negative effect on your fatigue levels.

## Load Restraint

The proper restraint of loads is a vital aspect of heavy vehicle operations, and it is a legal requirement that loads are restrained safely. Failure to correctly secure a load can result in loss of control by the vehicle driver leading to accidents, property damage and even death.



Some training providers offer one-day training for load restraint. The Load Restraint Guide (available on the National Road Transport Commission's website) provides basic safety principles which should be followed for the safe carriage of loads on road vehicles.

## Drug and Alcohol Testing

A number of jobs in road transport are considered "high risk". These include machinery operators, transportation drivers and operators handling toxic substances. Many companies employing such workers have a drug and alcohol policy and program which includes random drug and alcohol testing.

## Owner Operators

Owner Operators are small business owners who subcontract their services to a company. Examples of owner operators are truck drivers, taxi drivers, charter operators, bus operators, couriers and mobile crane operators.

To be an owner operator requires the following:

- An ABN number and the ability to run a small business and keep taxation records
- A strong commitment to customer service
- An understanding of contracts
- The ability to handle extra responsibility and pressure
- The ability to look for work

The Department of Transport has released an owner driver guide, 'Running a Trucking Business in Western Australia' which is available on their website.

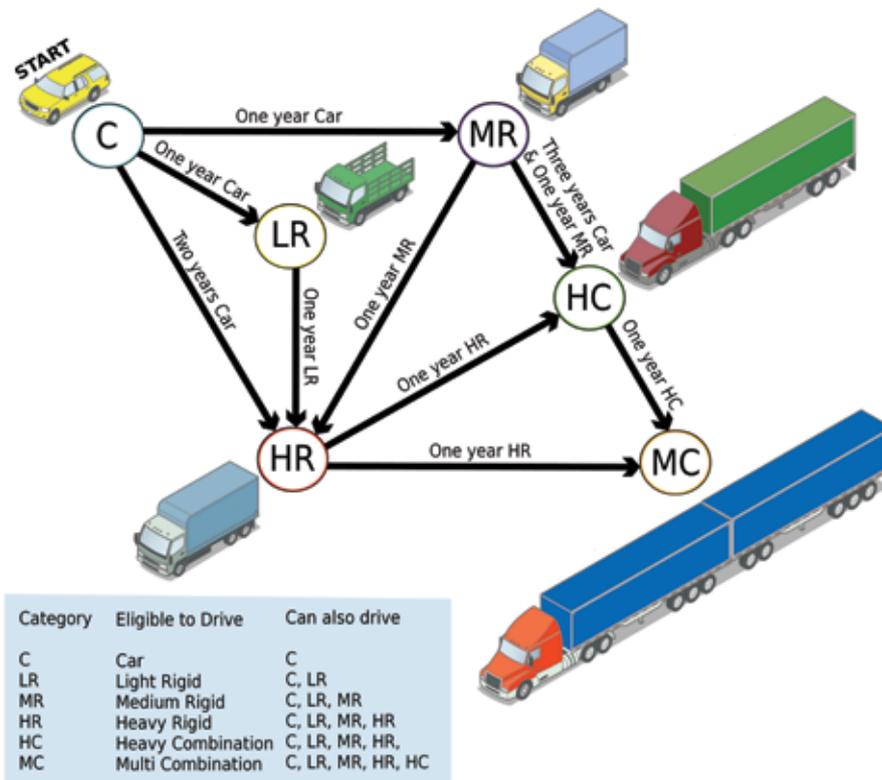


# licensing requirements

## Heavy Vehicle Licences

There are five classes of heavy vehicle licence in WA, starting with light rigid (LR) and progressing to multi combination (MC). To ensure that drivers gain practice and experience to drive their current class of licence, some licences must be held for a certain length of time before progressing to the next class of licence.

The following diagram indicates the different classes of licence and the progression from one licence to the next. To obtain a multi combination licence, for example, it would take a minimum of three years to progress through the required licences.



## Dangerous Goods Licences



Drivers carrying dangerous goods, including fuel, chemicals and LP gas are required to hold a Dangerous Goods Vehicle Licence issued by the Department of Mines and Petroleum. Fuel tanker drivers are also required by the petroleum industry to hold a Safe Load Program (SLP) Passport. This is a requirement for drivers to gain entry to refineries and storage facilities and involves a knowledge and assessment of petroleum

products, occupational health and safety, static electricity and site safety and product transfer.



## High Risk Licences

### Forklift Licence

To operate a forklift, drivers must be at least 18 years of age and hold a national licence issued by WorkSafe. A sufficient grasp of basic mathematics and English is required to complete the written theory and practical components of the assessment. In addition, high visibility vests and safety boots must be worn at all times. If a forklift is to be driven on public roads the driver must also hold the appropriate road licence.



### Mobile Crane Operation

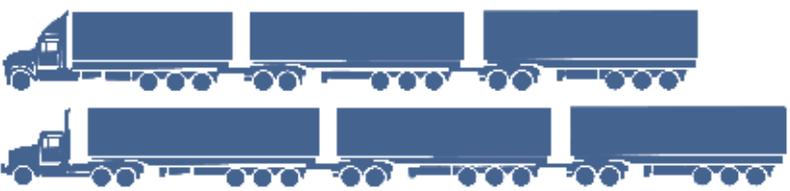
A licence to drive a heavy rigid vehicle and a relevant high risk licence issued by WorkSafe are required to operate mobile cranes as follows:

High Risk work Licence	Description of Class
Non-slewing mobile crane	Use of a non-slewing mobile crane with a capacity exceeding 3 tonnes
Slewing mobile crane - with a capacity up to 20 tonnes	Use of a slewing mobile crane with a capacity of 20 tonnes or less
Slewing mobile crane - with a capacity up to 60 tonnes	Use of a slewing mobile crane with a capacity of 60 tonnes or less
Slewing mobile crane - with a capacity up to 100 tonnes	Use of a slewing mobile crane with a capacity of 100 tonnes or less
Slewing mobile crane - with a capacity over 100 tonnes	Use of a slewing mobile crane with a capacity exceeding 100 tonnes



# wa vehicle licence classifications

The Vehicle Licence Classification diagram below sets out the type of licences required to drive vehicles in Western Australia in each of the categories

<p><b>C class: Car</b></p> <p>A motor vehicle not greater than 4.5 tonnes GVM* and seating up to 12 adults (including the driver).</p> <p>You must be at least 17 years of age to apply for a C class: Car licence.</p> <p>A Forklift Operator requires a High Risk Work Licence (HRW licence) which you cannot obtain until you are at least 18 years of age.</p>	
<p><b>LR class: Light Rigid (heavy vehicle)</b></p> <p>A motor vehicle greater than 4.5 tonnes but not greater than 8 tonnes GVM, or that seats more than 12 adults (including the driver) and is no greater than 8 tonnes GVM.</p> <p>Must have held a car (C class) licence for at least one (1) year.</p>	
<p><b>MR class: Medium Rigid (heavy vehicle)</b></p> <p>A motor vehicle that has 2 axles and is greater than 8 tonnes GVM.</p> <p>Must have held a car (C class) licence for at least one (1) year.</p>	
<p><b>HR class: Heavy Rigid (heavy vehicle)</b></p> <p>A motor vehicle that has 3 or more axles and is greater than 8 tonnes.</p> <p>Must have held a Car (C class) licence for at least two years; or Light Rigid (LR class) for at least one (1) year; or Medium Rigid (MR class) licence for at least one (1) year.</p>	
<p><b>HC class: Heavy Combination (heavy vehicle)</b></p> <p>A prime mover to which is attached a single semi-trailer plus any unladen converter dolly, or rigid motor vehicle attached to a trailer that is greater than 9 tonnes GVM plus any unladen converter dolly.</p> <p>Must have held a Car (C class) licence for at least three years (3); and a Medium Rigid (MR class) or Heavy Rigid (HR class) for at least one (1) year.</p>	
<p><b>MC class: Multi Combination (heavy vehicle)</b></p> <p>Any Heavy Combination unit towing one or more trailers, each having greater than 9 tonnes GVM.</p> <p>Must have held a Car (C class) licence for at least three years (3); and a Heavy Rigid (HR class) or Heavy Combination (HC class) for at least one (1) year.</p>	

**\*Gross Vehicle Mass**  
 In Light, Medium and Heavy Rigid categories, the GVM excludes any trailer. In the Heavy combination and Multi Combination categories, the GVM includes the GV of the trailer.

# study options

A career in road transport can follow a number of pathways, both in Passenger and Freight Services. The following table gives details of vocational education and training options to start you on your way. A wide range of qualifications is covered, from base level through to tertiary level. For a list of available traineeships and an up-to-date list of training providers who deliver qualifications in this sector, please visit the LTC's website.

QUALIFICATION TYPE	Certificate II	Certificate III	Certificate IV	Diploma/Advanced Diploma	Degree and above
<b>OUTLINE</b>	Graduates at this level will have gained knowledge and skills for work in a defined environment and can proceed to further learning	Theoretical and practical workplace knowledge and skills and can proceed to further learning	Theoretical and practical knowledge and skills for a combination of specialised work, skilled work and/or further learning	Specialised knowledge and skills for skilled/professional work and/or further learning	A broad and comprehensive understanding and skills for professional work and/or learning
<b>QUALIFICATIONS AVAILABLE IN ROAD TRANSPORT</b>	Driving Operations Furniture Removal Logistics Yard Operations	Driving Operations Logistics Mobile Crane Operations	Driving Operations Logistics Mobile Crane Operation Road Transport - Motorcycle Riding Instruction Road Transport - Heavy Vehicle Driving Instruction Traffic Operations *Materiel Logistics	<b>Diploma:</b> Logistics * Materiel Logistics * Deployment Logistics <b>Advanced Diploma:</b> * Materiel Logistics * Deployment Logistics	<b>Bachelor Degree:</b> Logistics <b>Graduate Diploma:</b> Logistics Supply Chain Management
<b>OTHER QUALIFICATION AREAS</b>	Work Health and Safety	Work Health and Safety	Work Health and Safety	Business Marketing Management Work Health and Safety	Business Marketing Management Occupational Health and Safety
<b>EXAMPLES OF JOB ROLES</b>	Chauffeur Courier Delivery Driver Forklift Operator Freight Clerk Furniture Offsider Taxi Driver Yard Hand	Agitator Driver Bus Operator Dispatcher Furniture Removalist Freight Driver Mobile Crane Operator Scheduler	Chemical Driver Driving Instructor Fleet Controller Heavy Recovery Driver Tanker Driver Transport Scheduler	Operations Manager OH & S Manager Site/Depot Manager Transport Manager	Branch Manager Business Development Manager General Operations Manager Line Haul Manager Logistics Manager State Manager Supply Chain Manager

# additional training

Additional training may be offered to staff, either through in-house training or outsourced to an external training provider. These are mostly short courses that add value to the processes and duties carried out by individuals working in road transport.

- Company inductions
- Customer service skills
- Dangerous goods awareness
- Dangerous goods storage and handling
- First aid
- Forklift training
- Load restraint training
- Manual handling
- Occupational health and safety procedures
- Software updates
- Supervisor training
- Team building
- Time management
- Use of radio frequency devices
- Use of electronic devices
- Workplace communication

# career pathways

The diagram below illustrates some career pathway options available in road transport.

New entrants often start with entry level positions, which are shown at Certificate II. The gradual progression is illustrated from left to right, leading to job roles operating at a higher level. Job titles are a guide only, as different organisations may

use slightly different job titles to those indicated. There may also be variation in the qualifications level of some positions.

There are also multiple entry points for career changers. This is usually determined by experience and/or skill level. Examples of career changers can include self employed individuals, existing workers from related areas and those who transfer from another operational area within the same company.

CERTIFICATE II	CERTIFICATE III	CERTIFICATE IV	DIPLOMA/TERTIARY QUALIFICATION
	Agitator Driver		
	Dock Supervisor	Dangerous Goods Driver	
	Freight Driver	Dispatcher	Line Haul Manager
Courier/Delivery Driver	Furniture Removalist	Driving Instructor	Pallet Controller
Dock Hand	Leading Hand	Heavy Vehicle Recovery Driver	Tanker Driver
Forklift Operator	Livestock Driver	Tunnel Operator	Business Development Manager
Freight Clerk	Logging Driver	Vehicle Operator	Depot Manager
Furniture Offsider	Mobile Crane Operator	Call Centre Manager	Fleet Manager
Labourer	<h2>career pathways</h2>		
Storeperson			
Yard Hand			
Chauffeur			
Taxi Driver	Pallet Controller	Fleet Controller	Occupational Health and Safety Manager
Wheelchair Access Driver	Pilot Vehicle Operator	Occupational Health and Safety Officer	Operations Manager
Customer Service Officer	Yard Supervisor	Traffic Controller	Regional Transport Manager
	Passenger Coach Driver	Trainer	Transport Company Manager
	School Bus Driver	Transport Coordinator	
	Tour Bus Operator	Transport Scheduler	
	Transit Bus Operator	Transport Supervisor	
	Team Leader		
ENTRY LEVEL	OPERATIONS	MIDDLE MANAGEMENT	SENIOR MANAGEMENT

Key: **Freight Services**  
**Passenger Services**  
**Jobs across both sectors**

# useful links

- ApprentiCentre ..... [www.trainingwa.wa.gov.au/apprenticentre](http://www.trainingwa.wa.gov.au/apprenticentre)
- Career Centre ..... [www.careercentre.dtwd.wa.gov.au](http://www.careercentre.dtwd.wa.gov.au)
- Department of Commerce (WorkSafe WA) ..... [www.commerce.wa.gov.au/worksafe](http://www.commerce.wa.gov.au/worksafe)
- Department of Education ..... [www.education.wa.gov.au](http://www.education.wa.gov.au)
- Department of Training and Workforce Development..... [www.dtwd.wa.gov.au](http://www.dtwd.wa.gov.au)
- Department of Transport..... [www.transport.wa.gov.au](http://www.transport.wa.gov.au)
- Job Outlook..... [www.joboutlook.gov.au](http://www.joboutlook.gov.au)
- LINC (Logistics Information and Navigation Centre).....[www.the-linc.com.au](http://www.the-linc.com.au)
- Logistics Training Council .....[www.logisticstc.asn.au](http://www.logisticstc.asn.au)
- My Skills ..... [www.myskills.gov.au](http://www.myskills.gov.au)
- Training.gov.au..... [www.training.gov.au](http://www.training.gov.au)
- Transport and Logistics Industry Skills Council ..... [www.tlisc.org.au](http://www.tlisc.org.au)





### **Mission Statement**

To be the key resource for strategic analysis and advice on vocational education and training in the Transport and Logistics industry and the driving force in introducing effective long-term training solutions to industry.

**AVIATION**  
**FREIGHT FORWARDING**  
**LOGISTICS**  
**MARITIME**  
**POSTAL**  
**RAIL TRANSPORT**  
**ROAD TRANSPORT**  
**STEVEDORING**  
**WAREHOUSING**  
**WHOLESALE**

The Logistics Training Council's professional staff  
will assist with all your queries.

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The Logistics Training Council website has a wide range of industry and training information  
regarding news and events, careers, workforce development, traineeships,  
training packages, resources and links to other useful websites.

**[www.logisticstc.asn.au](http://www.logisticstc.asn.au)**

Published August 2013