

Careers in Regional Supply Chain and Logistics



Teacher Resource



Australian Centre
for Career Education



AN AUSTRALIAN GOVERNMENT INITIATIVE

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and Workplace Relations

1 Industry Overview and Employability Skills

Activity 1a: What is the Regional Supply Chain and Logistics Industry?

What occupations do you think would be a part of the Regional Supply Chain and Logistics Industry?

Occupations in the Regional Supply Chain and Logistics Industry include:

Supply chain managers
Freight and furniture handlers
Stevedoring
Truck driving
Warehousing
Forklift operator
Customer service
Retail sales managers
Visual merchandisers.

Activity 1b: What are employability skills?

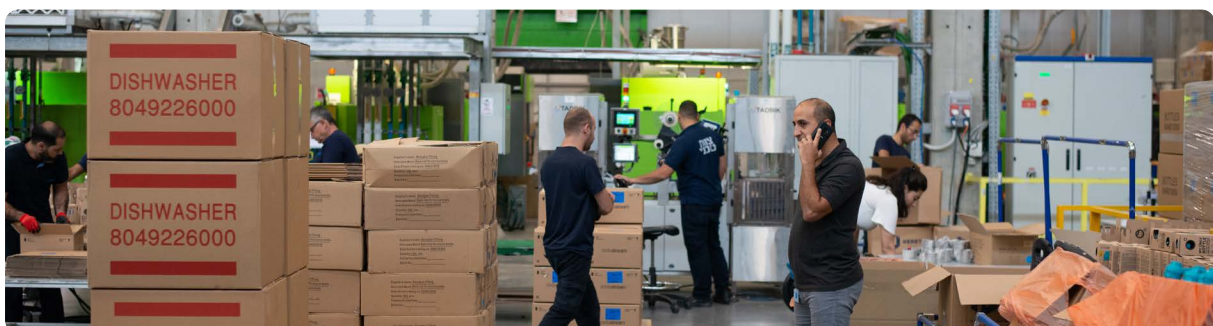
As you may have guessed from the title, employability skills are abilities or talents that can help set you apart from the crowd when looking for work. These skills can't always be taught in a traditional way, like in a classroom or a workshop, but can be developed over time simply by taking part and trying things. You might develop teamwork and collaboration skills by participating in a sporting team or a school play. You can develop communication skills on the school debating team, or by creating content to suit your audience on TikTok or YouTube. There are many ways to develop these skills and you don't have to follow the traditional path to do so.

What employability skills do you think would be needed in the Regional Supply Chain and Logistics Industry?

There are many sites online that can help you learn about employability skills, like [myfuture](#) or [Youth Central](#).

Skills needed in the Regional Supply Chain and Logistics Industry include (but are not limited to):

Communication and interpersonal skills
Teamwork/collaboration
Customer service
Organisational and administrative skills
Planning, analytical and problem solving skills
Information technology
Working with tools
Adaptability/flexibility
Safety awareness.



Activity 1c: Working at the Port of Melbourne

The Shepparton region is one of the busiest intersections on Australia's national freight network, linking Brisbane to the Port of Melbourne. The Port of Melbourne is Australasia's largest maritime hub for containerised, automotive and general cargo. The Port of Melbourne plays a vital role in the Australian economy by providing an international gateway for imports and exports.

From Ship to Shop – <https://portedmelbourne.com/>

Click on the link above and work through the interactive tour of the Port of Melbourne. As you progress through the tour, answer the following questions:

What items travel in containers?

Containers are the main type of cargo passing through the Port of Melbourne. Containers are large steel boxes used to carry items such as electronic goods, fruit, clothes and furniture.

What is a breakbulk item? List some examples of breakbulk items that are important to communities.

A breakbulk item is any large or oddly shaped cargo that doesn't usually fit inside a container. Some examples of breakbulk items are:

- Cars
- Steel
- Logs
- Large vehicles (Trains, Trams, etc.)

What is a dry bulk cargo? List some examples of dry bulk items that you use at home.

Dry bulk cargoes are loose dry products which are handled in large amounts. Dry bulk cargo is not put into a container but is poured directly into the storage sections of a ship.

What is liquid bulk cargo? List some examples of liquid bulk products.

Liquid bulk cargoes are large volumes of liquids which are carried in special ships known as tankers. Some examples of liquid bulk items are:

- Petrol
- Crude oil
- Chemicals.

What are the 9 steps of the export supply chain?

1. The exporter books space on a ship
2. The exporter books an empty container.
3. The empty container is picked up from container park
4. The empty container is taken to a warehouse
5. The empty container is packed with cargo
6. The full container is taken to the Port of Melbourne
7. The container is placed in a queue, depending on its weight and final destination
8. The container is loaded onto a ship
9. The ship sets sail.

What are the 10 steps of the import supply chain?

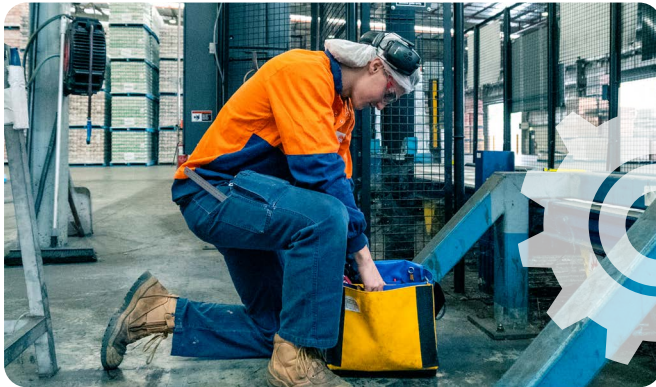
1. The importer buys goods
2. The exporter ships the goods (cargo), using the steps outlined in the export supply chain
3. Customs and quarantine clear the cargo
4. The ship arrives at the Port of Melbourne
5. The container is unloaded from the ship
6. The container travels to a warehouse or distribution centre
7. The container is unpacked
8. The goods inside the container are assigned to a specific shop
9. The goods are transported to the shop
10. The goods are placed on the shelf for you to buy.

2 Manufacturing

2a:

Xavier Hutchinson

**Apprentice Maintenance Fitter
SPC**



What VET Certificates did Xavier complete in secondary school?

Cert 2 in Building and Construction and Cert 2 in Engineering whilst completing his VCE.

In what industries did Xavier complete work experience?

In the building industry and then at SPC in Food Manufacturing and Logistics and a few other big and small business' in the region.

What tasks and responsibilities does Xavier complete as part of his role?

Maintenance on all machinery and in the factory, bearing and greasing to making new parts and repairing old ones, production side and then can perform jobs out at National Distribution Centre (NDC) and work in the logistics area.

Why does Xavier recommend completing work experience at as many different places as possible?

Developed his skills in the industry, able to get good idea of what the business is like before you decide to work in it full time, work out what you do and don't like about the industry, learning from different people and getting experience in the industry.

2b:

Brett Mortison

Logistics Manager
SPC



How long has Brett worked at SPC and in logistics sector?

30 years at SPC and 40 years in the industry.

What jobs did Brett do when he first left school?

He didn't really know what to do first he tried a variety of different jobs. Driving trucks and cement mixers and then he got a forklift license. An opportunity came up in the export dispatch area and he wasn't sure he was ready for it. But he gave it a go and then other opportunities arose from there.

What qualifications has Brett completed?

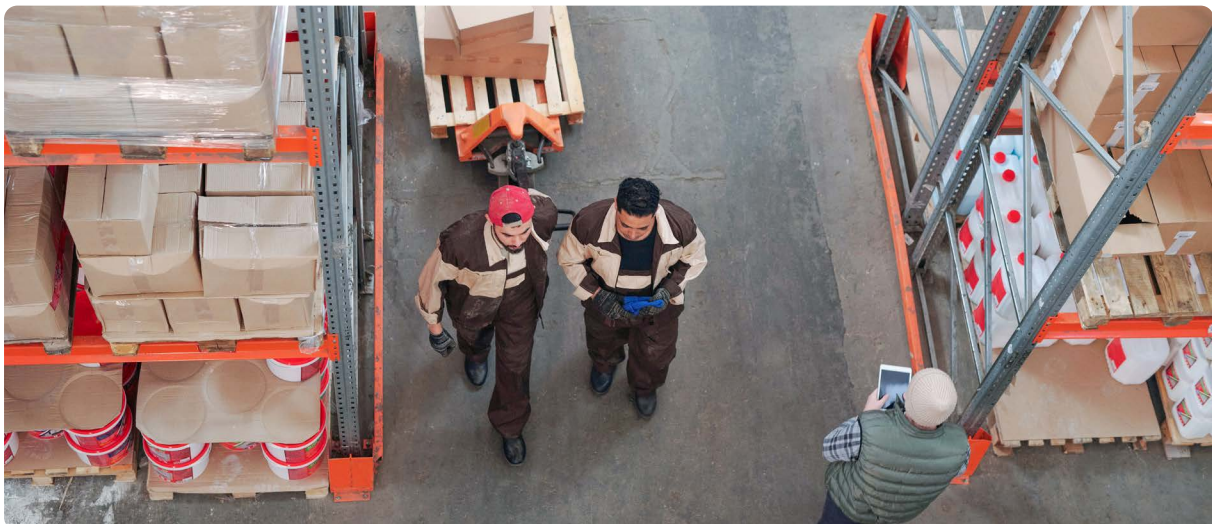
Brett has a fork lift license, front line management diploma and has completed other cert 4 courses through his career.

What does Brett identify as having changed in the industry over the last 30 years?

Technology – picking and placing orders is all scanning and RF-type work, used to be all paper based orders.

According to Brett, what is the future of the industry?

Young people. Older people exiting the business and the future is bringing in young people who are interested in the industry and just need to get the experience.



2c:

Clint McMaster

Logistics Supervisor
Cadell Food Service



What did Clint start doing when he finished school?

A carpentry apprenticeship.

What was Clint's role at Cadell when he first moved to Echuca?

Clint first started out as a truck driver.

What are some of the changes being looked at by Clint and the logistics department?

They are looking at buying their own trucks to streamline the company's logistics.

What will these changes allow them to do?

This will cut out the middle man and allow them to provide a better service to their customers.

What does Clint say the skills he has learned will allow him to do?

The skills he has learned can help open up doors for him in the logistics industry, or another industry like construction. The skills can even help Clint start his own business.



2d:

Nia Phasysoutham

Team Leader – Food Safety
Legacy Packing



Why was Nia offered her Quality Control role?

Nia was offered the role due to her asking about any opportunities that would enable her to acquire new skills.

What does Nia love most about her role?

Nia loves learning new things about her job and industry like the different specifications and protocols of customers and countries, the different varieties of fruit and which properties make them distinct, and the biosecurity concerns that can occur and how it affects the produce.

What skills does Nia say are essential for her role?

- Team leading
- Strong attention to detail
- Efficient planning and task execution
- The ability to communicate clearly in a large multicultural environment.

Occupation Career Snapshots - Manufacturing

Production Manager

Production Managers plan, organise, direct, control and coordinate the production activities of manufacturing organisations including physical and human resources.

Tasks: They determine, implement and monitor production strategies, policies and plans. Planning details of production activities in terms of output quality and quantity, cost, time available and labour requirements controlling the operation of production plant and quality procedures.

Weekly Pay – \$2,332

Future Growth – Strong

Skill Level – Bachelor Degree or higher qualification

Metal Engineering Process Worker

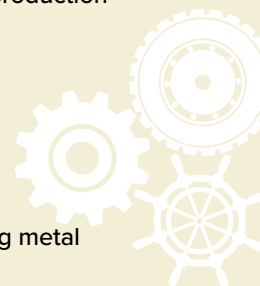
Metal Engineering Process Workers perform routine tasks in manufacturing metal products.

Tasks: Positioning and holding tools and metal products, performing assembly and dismantling operations such as screwing and bolting operating materials-specific tools to perform tasks required for the production of the final product, soldering and spot welding components using electrical spot and butt welding machines.

Weekly Pay – \$1,158

Future Growth – Strong

Skill Level – Certificate 1 or Compulsory Secondary Education

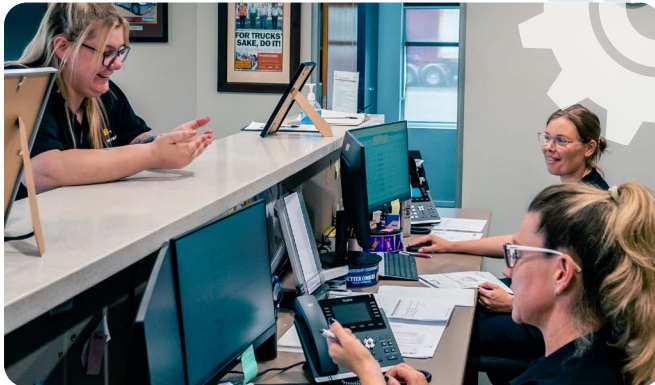


3 Transport and Logistics

3a:

Tamara Clarke

**Senior Customer Service
Kreskas Bros. Transport**



What does Tamara handle as a Senior Customer Service Officer?

Tamara handles all of the customer enquiries and makes sure the customer is happy, books in all of the jobs, ensures all the bookings are up to date and the delivery's get to the customer on time, including how and when they want the delivery.

What was the main reason for Tamara coming back to work in the region?

To be back around the community where she grew up.

What are the other roles in the organisation that rely on Tamara's work, so that they can do their jobs?

The Fleet controllers and schedulers.

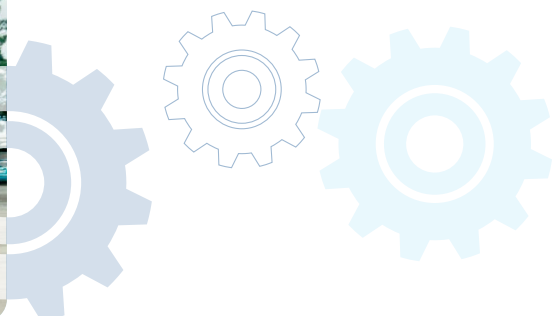
What does Tamara love about the industry?

The family atmosphere, the people she meets, the relationship building and a great work life balance.

3b:

Michael Colmer

Senior Fleet Controller
Kreskas Bros. Transport



What is Michael's Role?

Senior Fleet Controller.

What does the role include?

Ensure that the Operations Officer plans are actioned including bookings, delivery runs, consulting with clients.

What role did Michael hold prior that provided insight into this job?

As a former driver Michael understood what to expect when coming to the office. The change of role from driver to Senior Fleet Controller has provided career progression and other opportunities.

Why was the transition into the role considered easy and what are some of the benefits?

Moved away from pen and paper, a program was developed to operate on mobiles which allows live updates for drivers. From office to accounts the transition is dynamic.

What other industries does Michael suggest connect well with his current role?

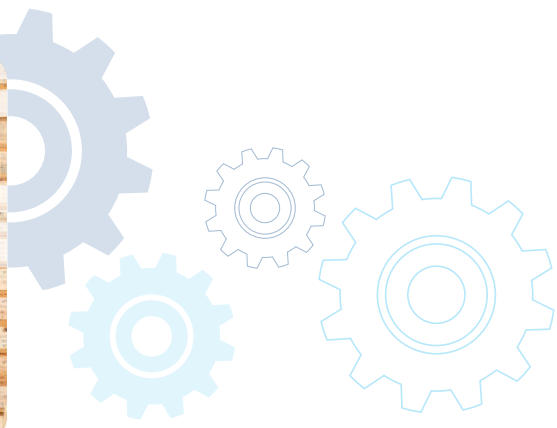
Rail, Planes (Aviation).



3c:

Simon Doherty

General Manager, Cool Store & Logistics
Jeftomson



How does Simon describe his early career aspirations, education and career journey?

In year 10 he wanted to be a Police Officer, but that didn't work out. He went on to complete 1 year of university before starting in the fruit industry which was close and convenient, and worked his way through box stacking, fork lifting, fruit picking, and pruning.

What is Simon's current role and what are his major tasks and responsibilities in his role?

Simon is the General Manager of Cold Food Store and Logistics at Jeftomson, running one of the biggest packing sheds in Australia. Current role involves organising and controlling fork lift and truck drivers, getting bins of fruit from orchards to packing sheds and to cool stores. Organising the logistics and making sure staff are where they need to be.

What are some of the key attributes required for the job?

Reliability and flexibility to do the required work.

What are some of the biggest changes in his work?

Has gone from manual dockets and excel spreadsheets to now working with apps on phones, computer systems and scanners. Lots of exciting technology and things to come in the industry.



3d:

Adam Katsoutas

General Manager
Kreskas Bros. Transport



What does Adam say helped drive him to want to achieve more?

Adam said that having a strong mentor within the business who believed in giving young people a chance drove him to want to achieve more.

What are some of Adam's major responsibilities?

Adam's major responsibilities are; the safe and compliant fleet of vehicles following a strict NHVR code to ensure that our fleet operates safely on the road, meeting client expectations, reaching KPIs, and ensuring strict adherence to OHS workplace safety standards. He also assists and oversees the compliance of the business, business development, client and key relations, quoting and tendering new parcels of work, along with continuous improvement.

What does Adam say are essential skills in his role?

- Communication – verbal and written
- Computer literacy
- Strong people skills
- High regard for integrity
- Problem-solving
- Initiative.

Which of these skills do you have? Give examples.



3e:

Rebecca McGee

**Customer Relations
Hicks Transport Group**



What does Rebecca enjoy about her role?

Rebecca enjoys building friendships with customers and being able to assist them first-hand, and travelling around and meeting customers face to face.

What skills does Rebecca say are required for her role?

Rebecca enjoys building friendships with customers and being able to assist them first-hand, and travelling around and meeting customers face to face.

Have any of these skills been required for other roles that you have just read about? What does that tell you about these skills?

These skills being required in multiple roles, but are transferrable, and needed across many other jobs in the industry.

Occupation Career Snapshots – Transport

Transport Services Manager

Transport Services Managers organise and control the buying and selling of vehicles for rental agencies and coordinate the leasing of vehicles, the operations of railway stations, and the operations of enterprises that operate fleets of vehicles to transport goods and passengers.

Tasks: They organise the purchase and maintenance of transport vehicles, equipment and fuel, they also liaise with clients to determine requirements and providing customers with advice and information regarding vehicle type, purchase or hire rates and obligations and handling complaints.

Weekly Pay – \$2,664

Future Growth – Moderate

Skill Level – Associate Degree, Advanced Diploma or Diploma

Transport and Despatch Clerk

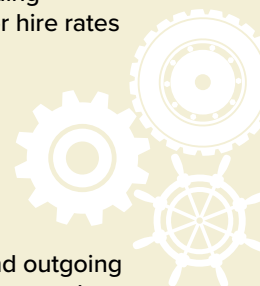
Transport and Despatch Clerks verify and maintain records of incoming and outgoing goods, prepare goods for despatch, arrange clearance and collection of imported cargo from customs and bond stores, and arrange shipment of cargo for export.

Tasks: They identify items and containers of incoming and outgoing shipments and verifying them against consignment records, ensuring outgoing shipments are in good condition and meet specifications.

Weekly Pay – \$1,386

Future Growth – Stable

Skill Level – Certificate 11 or 111



Occupation Career Snapshots – Logistics

Supply, Distribution and Procurement Managers

Supply, Distribution and Procurement Managers plan, organise, direct, control and coordinate the supply, storage and distribution of goods, products and services produced and used by organisations.

Tasks: They determine, implement and monitor purchasing, storage and distribution strategies, policies and plans, prepare and implement plans to maintain required stock levels at minimum cost.

Weekly Pay – \$2,690

Future Growth – Moderate

Skill Level – Bachelor or higher qualification

Purchasing and Supply Logistics Clerk

Purchasing and Supply Logistics Clerks prepare and process orders for goods and services, monitor stock levels and supply sources and maintain stock and inventory levels, record and coordinate the flow of materials between departments, prepare production schedules, and administer and coordinate storage and distribution operations within organisations.

Tasks: They request supplies from stock and send orders to production departments and other firms, receive and check purchase requests against inventory records and stock on hand, examine orders and compiling data for production schedules.

Weekly Pay – \$1,309

Future Growth – Moderate

Skill Level – Certificate II or III



4 Warehousing

4a:

Darren Gledhill

General Manager

Kyabram Cold Storage



What are some of the jobs Darren worked once he left school?

Various jobs in the Dairy Industry, labouring jobs, then he got a job in the Hospitality Industry working in a local hotel.

Why did Darren return to live and work in a regional area? What kind of job was he hoping for?

After 12 months in the city Darren decided to return to the country because he missed the country lifestyle. Darren wanted to find a steady job that would allow him to grow in his personal and family life.

In what ways has Kyabram Cold Storage grown over recent years?

Growing from

- 20,000 pallets to 38,000
- 10 employees to 30
- 50 truck movements per week to 150.

What are some of Darren's key responsibilities?

- Customer service and building the customer base
- Governance and compliance
- Health and safety compliance.

What does Darren love about his current role?

Darren says he loves working with people most of all, but also loves working in and learning about a complex industry.

4b:

Maylora Winda Tharsius

Despatch Clerk
Legacy Packing



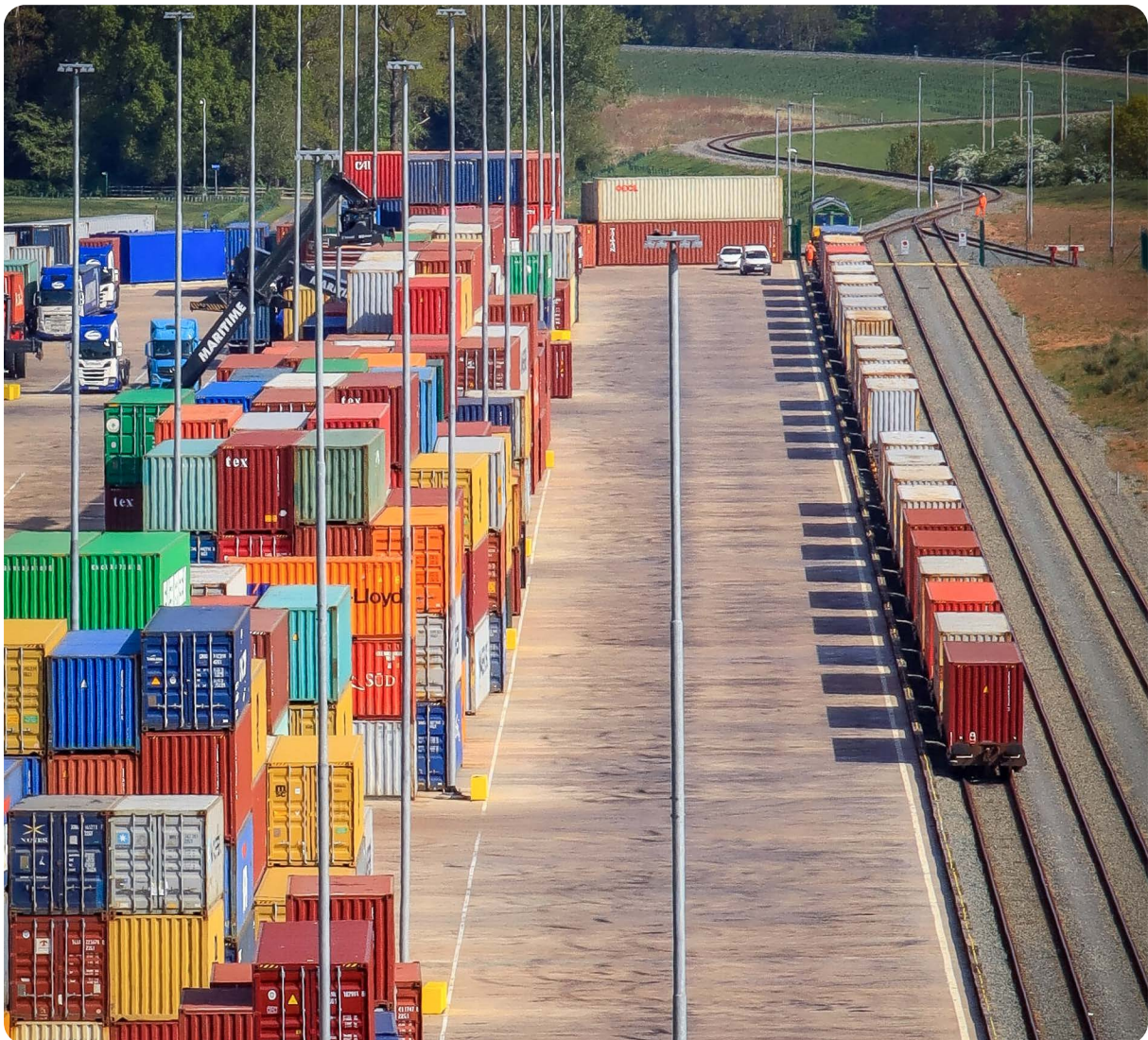
What is Maylora's role and what are her major responsibilities?

Maylora's role is a Despatch Clerk and her major responsibilities are

- Making sure that they despatch the correct fruit and deliver the fruit on time to their destinations
- Providing accurate paperwork.

What skills does Maylora say are required for her role?

- Database and software management
- Good communication skills
- Great attention to detail
- The ability to perform under pressure and manage time effectively while having a positive attitude.



4d:

Zane Foott

**Business Development Manager
Foott Waste Solution**



What work did Zane do during his gap year?

Drove trucks for the family business for a year.

What does the role of Operations General Manager role entail?

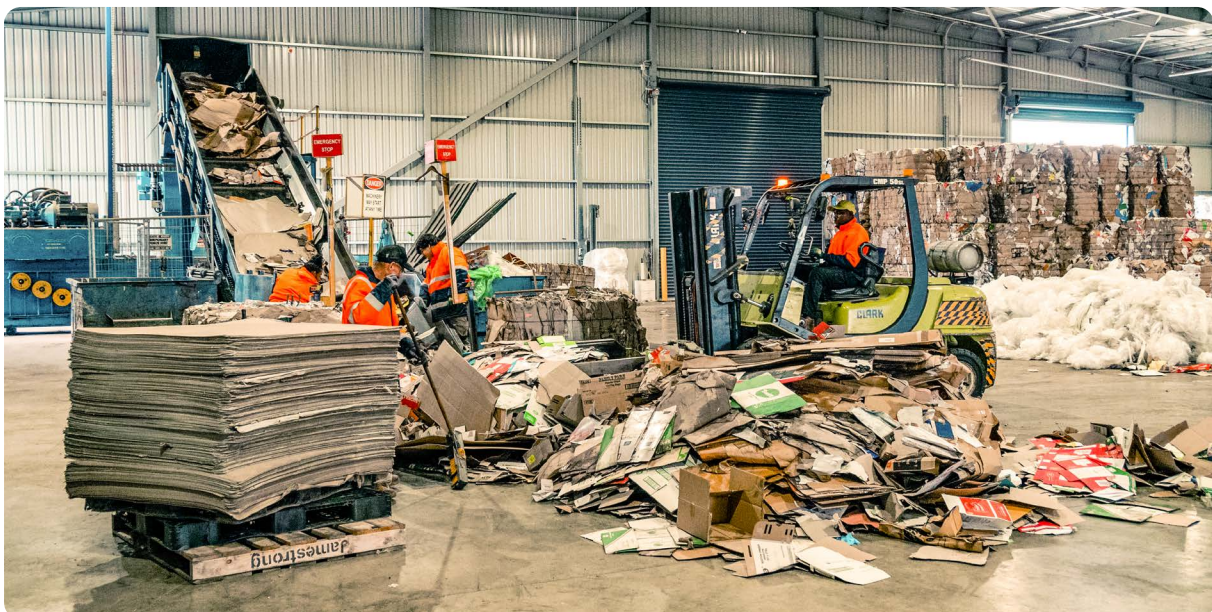
Operations General Manager keep a view over Site operations and Road operations, ensuring the Fleet manager has the equipment, trucks & staff to meet the job to complete the work efficiently.

What employability skills does Zane look for when hiring young people?

- Have they worked in a team environment
- Ability to work others.

What Licences does Zane suggest a young person need to start in their business?

A forklift or a truck license



4c:

Paul Heggart

Site Manager

Foott Waste Solutions



What licenses did Paul obtain to assist in his role?

Paul obtained a Forklift & Truck license

How long has Paul been working in the Transport & Warehousing field?

Paul has been working in the Transport & Warehousing field for approximately 25 years.

What opportunities working for Foot Waste Solutions has given Paul?

Working for Foott Waste Solutions has given Paul the opportunity to work within a local family business which has significant growth, opportunities, and daily challenges.

What are Some of the key milestones within Paul's role be?

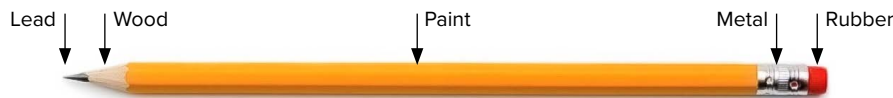
- the growth and opportunity I have seen in businesses
- reaching a position of Site Manager to approximately 120 staff.



5 Supply chain and logistics in action

Now that you know more about the supply chain and how it works, let's see it in action.

We'll take a look at an everyday item, like a pencil, as it moves through the supply chain and finally ends up with you at school.



First, the pencil has to be manufactured. There are many components made from different materials that make up a pencil.

Use the Industry Profiles section of labourmarketinsights.gov.au to research which industries would be involved in sourcing the materials for a pencil. Then, use the same site to research and list as many jobs as you can think of that might be involved in that process. You might have already seen some mentioned in this book.

Component	Industry	Jobs
Lead	Mining	Students record jobs from this industry they think are required
Wood	Agriculture, Forestry, Fishing	
Paint	Manufacturing	
Metal	Mining	
Rubber	Agriculture, Forestry, Fishing	

Next, the pencil needs to be manufactured. Just some of the steps involved are; designing the pencil, transporting the materials to the factory, making the pencils in the factory and making sure that they are high-quality. Using labourmarketinsights.gov.au again, go to the industries section and choose Manufacturing.

Look through the list of manufacturing jobs and pick the ones that you think would be needed to make the pencils. Write the jobs below.

Once the pencils have been made, the pencil company needs to sell them in shops around the world.

Explore the Transport and Warehousing industry and write down the jobs that you think would be needed to house and transport the pencils.

Tracking the movements of something as basic as a pencil has shown you how the supply chain and logistics industries, and the thousands of people working in them, work together to keep things moving.

Are there jobs on the lists you have just completed that you want to learn more about? Record them here.

6c:
Study Table

Use this table to discover more about possible pathways to jobs that have been discussed through this book. The final section has been left blank for you to fill in. Use labourmarketinsights.gov.au and myfuture.edu.au to help you find the information. The links to the qualifications can help you find out more about the courses, and identify local training providers in your region. Remember that these are just *some* of the possible pathways that are out there, and they don't take into account your specific wants and needs. For a more detailed and personalised pathways discussion, speak to your school's Career Department.

Job	Description	IN SCHOOL	POST SECONDARY				LABOUR MARKET SNAPSHOT		
		VET	Cert III	Cert IV	Diploma	Advanced Diploma/ Higher Education	Employed	Average Age	Future Growth
Customer Service Manager	Plan, administer and review customer services and after-sales services, and maintain sound customer relations.	Certificate II in Business	Certificate III in Business	Certificate IV in Business	Diploma of Business	Advanced Diploma of Business Bachelor of Business (Management)	34,300	41	NA
Couriers and Postal Deliverers	Deliver small items such as documents, messages, mail and parcels.	Certificate II in Driving Operations	Certificate III in Driving Operations				36,600	49	-0.5%
Fleet Manager	Manage the buying and selling of vehicles for rental agencies and coordinate the leasing of vehicles.	Certificate II in Business Certificate II in Supply Chain Operations	Certificate III in Business Certificate III in Supply Chain Operations	Certificate IV in Supply Chain Operations	Diploma of Logistics	Bachelor of Business (Management) Bachelor of Business (Logistics and Supply Chain Management)	3,000	44	NA

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Job	Description	IN SCHOOL	POST SECONDARY				LABOUR MARKET SNAPSHOT		
		VET	Cert III	Cert IV	Diploma	Advanced Diploma/ Higher Education	Employed	Average Age	Future Growth
Freight Handlers (Rail or Road)	<u>Load and unload freight trucks, containers and rail cars.</u>	<u>Certificate II in Rail Infrastructure</u> <u>Certificate II in Supply Chain Operations</u>	<u>Certificate III in Rail Infrastructure</u> <u>Certificate III in Supply Chain Operations</u>	<u>Certificate IV in Rail Infrastructure</u> <u>Certificate IV in Supply Chain Operations</u>			6,900	34	NA
Importers, Exporters and Wholesalers	<u>Plan, organise, direct, control and coordinate the operations of importing, exporting and wholesaling establishments.</u>	<u>Certificate II in Business</u> <u>Certificate II in Supply Chain Operations</u>	<u>Certificate III in International Freight Forwarding (Operator)</u> <u>Certificate III in Supply Chain Operations</u>	<u>Certificate IV in International Freight Forwarding (Senior Operator)</u> <u>Certificate IV in Supply Chain Operations</u>	<u>Diploma of Business</u> <u>Diploma of International Freight Forwarding</u>	<u>Advanced Diploma of International Business</u> <u>Bachelor of International Business</u>	17,800	48	8%
Retail Manager	<u>Organise and control the operations of establishments which provide retail services.</u>	<u>Certificate II in Business</u>	<u>Certificate III in Retail</u>	<u>Certificate IV in Retail Management</u>	<u>Diploma of Retail Leadership</u>	<u>Bachelor of Business</u>	245,800	41	0.3%

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Job	Description	IN SCHOOL	POST SECONDARY				LABOUR MARKET SNAPSHOT		
		VET	Cert III	Cert IV	Diploma	Advanced Diploma/ Higher Education	Employed	Average Age	Future Growth
Sales Manager	<u>Manage the sales and marketing activities within organisations.</u>	<u>Certificate II in Business</u>	<u>Certificate III in Business</u>	<u>Certificate IV in Business</u>	<u>Diploma of Business</u>	<u>Advanced Diploma of Business</u> <u>Bachelor of Business (Management)</u>	100,600	42	NA
Transport and Despatch Clerks	<u>Verify and maintain records of incoming and outgoing goods, prepare goods for despatch, arrange clearance and collection of imported cargo from customs and bond stores, and arrange shipment of cargo for export.</u>	<u>Certificate II in Supply Chain Operations</u>	<u>Certificate III in International Freight Forwarding (Operator)</u> <u>Certificate III in Supply Chain Operations</u>	<u>Certificate IV in International Freight Forwarding (Senior Operator)</u> <u>Certificate IV in Supply Chain Operations</u>	<u>Diploma of Logistics</u>	<u>Bachelor of Business (International Management and Logistics)</u> <u>Bachelor of Business (Logistics and Supply Chain Management)</u>	45,500	42	1.4%
Warehouse Administrators	<u>Administer and coordinate storage and distribution operations within organisations.</u>	<u>Certificate II in Supply Chain Operations</u>	<u>Certificate III in Supply Chain Operations</u>	<u>Certificate IV in Supply Chain Operations</u>	<u>Diploma of Leadership and Management</u>	<u>Advanced Diploma of Supply Chain Management</u>	16,700	42	NA

6d:

Who Am I?

Based on all the information you have learnt throughout this workbook, read the clues below and guess the occupation:

I maintain records of incoming and outgoing goods

I arrange shipment of cargo for export

I identify items and containers of incoming and outgoing shipments

I provide information to customers on custom tariffs, tariff classifications and concessions

Hint: You will find me in the Business Studies Bullseye on [myfuture](#)

I am a Transport Despatch Clerk

I identify local and overseas business opportunities

I liaise with local and overseas suppliers and distributors

I arrange shipping of goods into and out of the country

I implement after-sales service procedures

Hint: You will find me in the Economics Bullseye on [myfuture](#)

I am a Importer/Exporter/Wholesaler

I organise the purchase and maintenance of transport vehicles, equipment and fuel

I maintain business records and preparing operational statements and reports

I arrange collection and delivery of vehicles and goods

I ensure compliance with occupational health and safety regulations

Hint: You will find me in the Economics Bullseye on [myfuture](#)

I am a Fleet Manager





Australian Centre
for Career Education

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