

CS55 Driver

1. Job role

TCF sub-sector	Cross-sector
Functional area	Logistics, Transport and Delivery
Job role	CS55 Driver
Job role description	Transports goods, materials or customer items between locations, ensuring safe, timely and accurate delivery across TCF supply chains. In the TCF industries—where operations include manufacturing distribution and service-based collection and delivery—the Driver supports logistics operations, handles goods responsibly and interacts with customers where required, ensuring service reliability and compliance with transport and safety standards.
Performance expectations	• Delivering goods or services accurately and on time • Ensuring safe operation of vehicles and compliance with road regulations • Maintaining vehicle cleanliness and operational condition • Verifying orders during collection and delivery • Maintaining accurate delivery records and documentation • Following assigned routes and schedules • Communicating effectively with dispatch and operations teams • Providing professional customer interaction where required • Handling goods safely to prevent damage or loss • Supporting efficient logistics and service delivery
Specialisation	Delivery operations, route driving, customer service delivery, logistics support, digital tracking systems
Application in other TCF sectors	• Apparel production supporting distribution of garments to retail or customers • Textile manufacturing supporting transport of materials and finished fabrics • Footwear production supporting product delivery and logistics • Leather goods production supporting transport of finished goods • Dry cleaning and laundry services supporting collection and delivery of customer items • Technical textile and specialty services supporting specialised logistics operations • Manufacturing and service industries supporting delivery and transport functions

2. Key tasks and critical work functions

Key tasks	• Collecting and delivering goods or customer items
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	• Verifying order details during pickup and delivery • Maintaining delivery schedules and routes • Updating delivery status in tracking systems • Communicating with dispatch regarding delays or issues • Maintaining vehicle condition and reporting faults • Ensuring safe loading and unloading of goods • Following organisational safety and delivery procedures
Critical work functions	• Ensuring accuracy in delivery and collection • Maintaining safety during driving and handling • Supporting reliable logistics operations • Preventing loss or damage of goods • Maintaining compliance with transport and safety regulations • Supporting customer satisfaction through service delivery • Responding to changes in routes or schedules

3. Technical skills

Driving and vehicle operation	Operating vehicles safely and efficiently in various conditions
Route navigation	Following planned routes and adapting to changes
Order verification	Checking and confirming delivery and collection details
Digital tracking systems	Updating delivery status using mobile or digital systems
Loading and handling	Handling goods safely during transport
Vehicle maintenance awareness	Identifying basic vehicle issues and maintenance needs
Compliance knowledge	Applying road safety and transport regulations

4. Generic Skills

Communication	Coordinating with dispatch, teams and customers
Customer service	Providing professional interaction during delivery
Time management	Meeting schedules and delivery deadlines
Responsibility	Maintaining accountability for deliveries and vehicle use
Attention to detail	Ensuring accuracy in delivery and documentation
Adaptability	Responding to changing routes and operational needs

5. Emerging skills

Emerging skills	• Using app-based delivery and tracking platforms • Applying route optimisation technologies • Supporting real-time logistics systems • Enhancing customer interaction through digital tools • Using telematics and vehicle monitoring systems • Supporting low-emission and electric vehicle operations
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6. VET Qualifications and Skill Sets

Entry-level preparation	TLI21221 Certificate II in Driving Operations with valid relevant driver licence
Advanced development	TLI31222 Certificate III in Driving Operations with valid relevant driver licence

7. Job progression

Possible job progression	Driver → Senior Driver → Dispatch Coordinator → Fleet Coordinator → Fleet Manager
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8. Classification

Australian Qualifications Framework	AQF Level 3
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 3
Open Source Classification of Occupations for Australia (OSCA)	Delivery Driver / Courier - Cross-sector TCF



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