Assessment Requirements for TLIL0005 Assess and confirm customer transport requirements

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying and reviewing chain of responsibility requirements
- applying relevant legislation and workplace policies and procedures
- communicating effectively with others when assessing and confirming customer transport requirements
- completing all workplace processes related to transporting goods/stock
- completing relevant documentation
- interpreting and following operational instructions and prioritising work
- negotiating and working collaboratively with others when assessing and confirming customer transport requirements
- planning and monitoring work activities, including predicting consequences and identifying improvements
- reading and interpreting relevant instructions, policies, procedures, information and dangerous goods placarding and signs
- working systematically with required attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- continuous improvement processes
- customer service standards
- relevant regulatory and code requirements including chain of responsibility
- relevant work health safety (WHS)/occupational health and safety (OHS) and environmental protection policies and procedures
- risk assessment processes
- typical problems that can occur when assessing and confirming customer transport requirements, and related appropriate actions that can be taken
- workplace policies and procedures for assessing and confirming customer transport

requirements.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851