



**Australian Government**

**Assessment Requirements for TLIP4002  
Facilitate and capitalise on change in the  
workplace**

**Release: 1**

# Assessment Requirements for TLIP4002 Facilitate and capitalise on change in the workplace

## 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 of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- communicating and negotiating effectively with others when planning and facilitating the introduction of change and innovation in the workplace
- completing relevant documentation
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems that may arise, in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- surveying and assessing organisation and customer requirements for change and innovation
- working collaboratively with others when planning and facilitating the introduction of change and innovation in the workplace
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

## Knowledge Evidence

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

- operational business planning systems and resources
- relevant regulatory and code requirements
- relevant workplace business management policies and practices, including requirements for maintaining security and confidentiality
- resource availability including the processing capacity of equipment and software systems for planning activities
- typical problems that can occur when planning and facilitating the introduction of changes and innovations in the workplace, and related appropriate action that can be taken
- workplace protocols and procedures for facilitating and capitalising on change in the workplace, including risk management, problem solving, strategic planning, quality improvement and customer service.

## Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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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 include:

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

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